



ABOVE & BEYOND

SAFETY RECALL P095 (NHTSA# 16V942) : AUTOLIV FRONT SEATBELT PRE-TENSIONER OPERATION

SERVICE BULLETIN

23-FEB-17

NO.: SRE17-03

SEC.: RECALL

MKT.: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving certain 2017 model year Land Rover Discovery Sport and 2016-2017 model year Land Rover Range Rover Sport and Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website. United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

THIS BULLETIN UPDATES SRE16-14

DESCRIPTION OF ISSUE

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front row seating seatbelt pre-tensioners may not function properly due to a deviation in generant mix ratio.

AFFECTED VEHICLE RANGE

NOTE: Any Discovery Sport (L550) vehicle which was previously inspected and found to have the date code '16.07.16' or '04.08.16' is no longer affected by this Safety Recall and may now be released for sale or onward distribution.

Any Range Rover Sport (L494) and Range Rover (L405) vehicle which was previously inspected and found to have the date code '12.07.16' or '16.07.16' is no longer affected by this Safety Recall and may now be released for sale or onward distribution.

For any vehicle which previously did not pass the Inspection Procedure contained in Technical Bulletin P095NAS1 or P095NAS2, we recommend that it be checked a second time, using the applicable updated date codes and corresponding part numbers. If not affected, the vehicle may be released for sale or onward distribution.

Discovery Sport (L550)

Model Year 2017

VIN: SALCP2BGXHH636526-SALCR2BG3HH651542

Range Rover Sport (L494)

Model Year 2016

VIN: SALWG2KFXGA105581-SALWR2PF9GA124030

..... SALWG2PF1GA660993-SALWG2PF9GA666881

Range Rover Sport (L494)

Model Year 2017
VIN: SALWZ2FE8HA111165-SALWR2FE6HA124402
..... SALWR2FKXHA663983-SALWG2FK8HA666936
Range Rover (L405)
Model Year 2016
VIN: SALGS2EF7GA304537- SALGR2PF6GA320320
Range Rover (L405)
Model Year 2017
VIN: SALGS2FV9HA308452- SALGS2FK1HA320598

A total of 13,500 vehicles are potentially affected in the USA and Federalized Territories.
Visit the InfoTrail website for a list of affected unsold vehicles (as of 22 December 2016).

EFFECT ON VEHICLE OPERATION

In the event of a crash of sufficient severity, the front seatbelt pre-tensioner may fail to operate when required. Failure to operate can lead to increased injuries to the front seat occupants.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Land Rover retailer who will inspect both front row seating seatbelt assemblies for identification of the production date. If the seatbelt production date is from the specified production dates at risk, it will be replaced. If the seatbelt production date is not from the specified production dates at risk, no further action is required.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Initial owner notification, detailing that we currently do not have stock of the necessary components to repair their vehicle, occurred occur the week of 13 February 2017. Once the components become available, owners will be notified by a second mailing and instructed to take their vehicle to an authorized Land Rover retailer who will inspect and, if necessary, replace the front seatbelt pre-tensioners.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin P095NAS, *SAFETY RECALL: Autoliv Front Seatbelt Pre-Tensioner Operation*, for detailed Inspection Procedure instructions. Any vehicle that does not pass the Inspection Procedure **MUST** be held until an updated Technical Bulletin, with complete parts and repair information, is published.

PARTS

No parts are required for vehicles which pass the Inspection Procedure. The necessary parts for vehicles which do not pass the Inspection Procedure are expected to be available the week of 13 March 2017.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

NOTE: do not submit claims for vehicles which do not pass the Inspection Procedure in Technical Bulletin P095NAS until an updated Service and/or Technical Bulletin, with complete parts and repair information, is published. The necessary parts for vehicles which do not pass the Inspection Procedure, as well as the updated Technical Bulletin, are expected to be available the week of 13 March 2017.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
P095	B	Inspect seatbelt dates - Release vehicle	05.10.20	0.20	-	-
P095	C	Inspect seatbelt dates - Release vehicle	05.10.20	0.20	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.

SAFETY RECALL P095: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

February 2017

Safety Recall P095: Autoliv Front Seatbelt Pre-Tensioner Operation

Vehicles / Model Year(s) Affected:

- Discovery Sport 2017
- Range Rover Sport 2016-2017
- Range Rover 2016-2017

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V942

Dear Land Rover Owner,

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2017 model year Land Rover Discovery Sport and 2016-2017 model year Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

What is the concern?

The front row seating seatbelt pre-tensioners may not function properly due to a deviation in generant mix ratio. In the event of a crash of sufficient severity, the front seatbelt pre-tensioner may fail to operate when required. Failure to operate can lead to increased injuries to the front seat occupants.

What will Land Rover and your Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. **However, we currently do not have stock of the necessary components to repair your vehicle.** We are working closely with our suppliers to produce components for this repair as quickly as possible. This is currently anticipated by the end of Q1 2017.

When the components become available, you will be notified by a second mailing and instructed to take your vehicle to a Land Rover retailer who will inspect and, if necessary, replace the front seatbelt pre-tensioners.

There will be no charge for this repair.

What should you do?

When you receive a follow-up notice, please contact your authorized Land Rover retailer to schedule an appointment to have Safety Recall 'P095' completed on your vehicle. In the meantime, if you have any questions or concerns, please use the contact information further below.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 45 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: Federal regulations require that you forward this recall notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns regarding this Recall Action or need assistance in locating the nearest authorized Land Rover retailer, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We apologize for this issue and recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky
Customer Relationship Centre Manager