



P084NAS2

# TECHNICAL BULLETIN

10 AUG 2018

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

Changes are highlighted in blue

## SECTION:

501-20B: Supplemental Restraint System

## SUBJECT/CONCERN:

SAFETY RECALL: Takata Passenger Airbag

## AFFECTED VEHICLE RANGE:

| MODEL:           | MODEL YEAR: | VIN:          |
|------------------|-------------|---------------|
| Range Rover (LM) | 2010-2012   | 304426-393638 |

## MARKETS:

NORTH AMERICA

## CONDITION SUMMARY:

**All vehicles affected by this Recall may be repaired at this time.**

### SITUATION:

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range. These vehicles are equipped with certain airbag inflators assembled as part of the passenger frontal airbag modules, and used as original equipment or replacement equipment.

In the event of a crash necessitating deployment of the front airbags, these inflators may rupture due to propellant degradation occurring after long-term exposure to absolute humidity and temperature cycling. An inflator rupture may result in metal fragments striking the vehicle occupants, resulting in **serious INJURY or DEATH**.

### ACTION:

**To avoid future risk of injury or death, affected vehicles should have the passenger front passenger airbag module replaced right away.**

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 Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

## PARTS:

### NOTES:

- Order only the expected percentage demand of parts identified.
- The serial number of the replacement airbag installed into the vehicle must be recorded/entered in the customer and/or technician verbatim field of each claim submitted.

Retailers should also keep a record of the installed airbag serial number.

| DESCRIPTION        | PART NO./SUNDRY CODE | QTY./VALUE | EXPECTED PERCENTAGE DEMAND |
|--------------------|----------------------|------------|----------------------------|
| Airbag module      | LR095854             | 1          | 100                        |
| Nut and washer kit | YYH500020            | 8          | 100                        |
| Bolt               | RYG500230            | 2          | 100                        |

## SPECIAL DISPLACED PARTS HANDLING PROCEDURE:

Displaced parts require special handling and/or shipping procedures.

- **CANADA:** refer to Customer Service Bulletin JLRCS-1807.02 issued July 12, 2018, for instructions on the return of replaced airbag modules.
- **USA:** refer to Service Bulletin SRE17-08 for details.

## SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

## WARRANTY:

### NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The 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 back 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. Use the Jaguar Land Rover claims submission system to obtain the latest repair time.

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

| PROGRAM CODE | OPTION CODE | DESCRIPTION                   | SRO      | TIME (HOURS) | PARTS/SUNDRY CODE                  | QTY./VALUE  |
|--------------|-------------|-------------------------------|----------|--------------|------------------------------------|-------------|
| P084         | B           | Passenger airbag module renew | 76.74.02 | 1.4          | LR095854<br>YYH500020<br>RYG500230 | 1<br>8<br>2 |
| P084         | C           | Passenger airbag module renew | 76.74.02 | 1.4          | LR095854<br>YYH500020<br>RYG500230 | 1<br>8<br>2 |
|              |             | Drive in/drive out            | 02.02.02 | 0.2          | -                                  | -           |

Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

### NOTE:

Airbag may also be referred to as Air Bag in TOPlx.

1



Locate the label on the rear side of the replacement passenger airbag module.

2

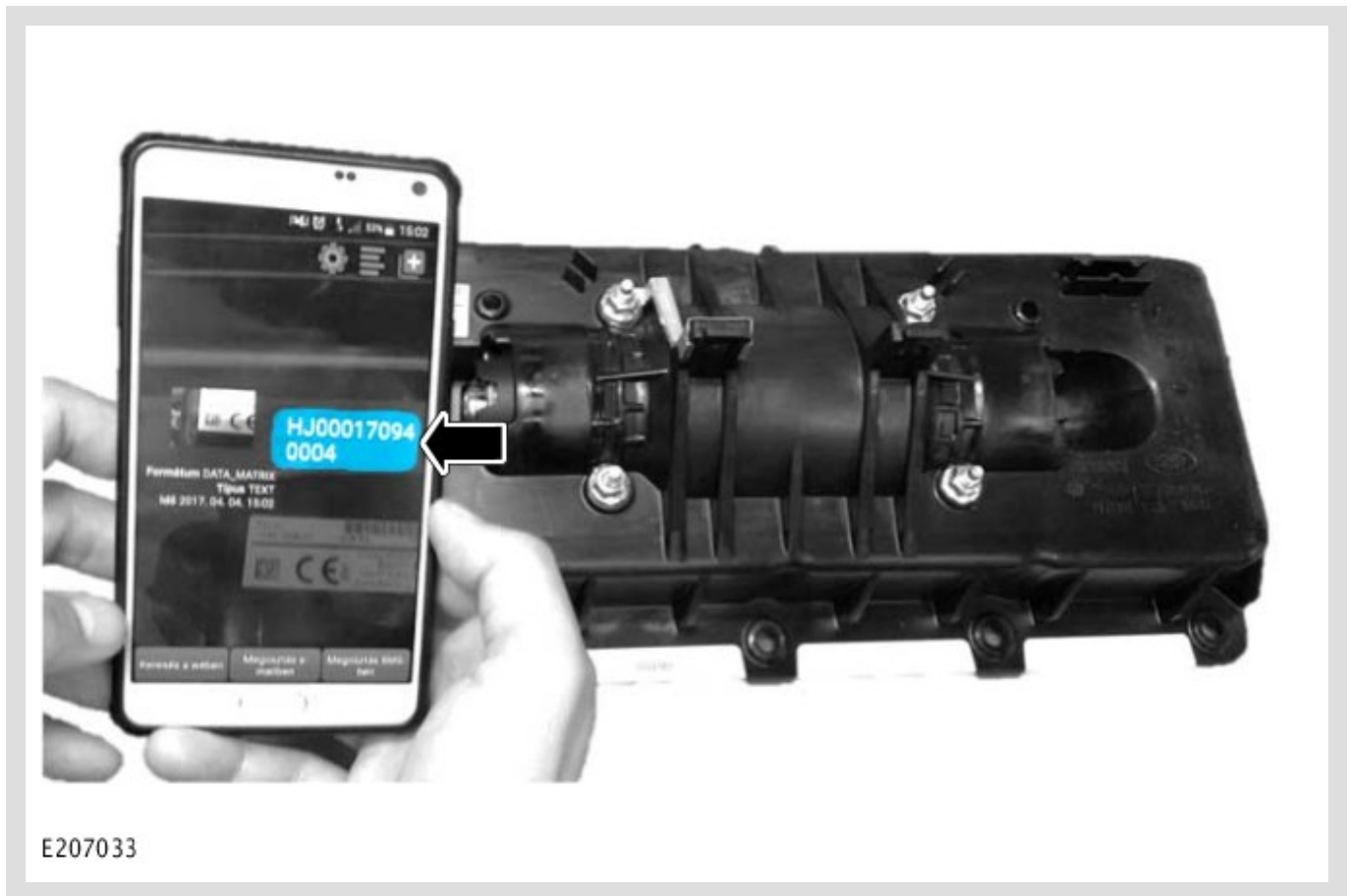


Locate the QR code on the label as illustrated.

3

### NOTES:

- Record the replacement airbag serial number on the claim verbatim.
- If access to a smartphone or tablet with a QR scanner is not possible, take a clear photograph of the QR label and email to [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the Vehicle Identification Number (VIN) of the affected vehicle. A response will be sent with the passenger airbag module serial number, which must be recorded on the claim verbatim.



Use a smartphone with a QR scanner application to scan the QR code on the passenger airbag module label.

- The passenger airbag module serial number will be displayed on the screen.

- 4 Install the new passenger airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System - Passenger Air Bag Module).