

NON-COMPLIANCE RECALL N333 (NHTSA
19V-350) - FRONT LEFT SEATBELT
EMERGENCY LOCKING RETRACTOR



NAS19.08.011 | WORKSHOP

USA

AFTERSALES BULLETIN

AUGUST 20, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Non-Compliance Recall on certain 2016-2017 model year Land Rover Range Rover Sport and Range Rover vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists.

United States Federal law requires retailers to complete any outstanding 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 \$22,329.00 per vehicle.

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

NOTE: [this bulletin updates NAS19.05.017.](#)

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the Emergency Locking Retractor (ELR) in the seat belt assembly of the vehicle's driver's seat is not to specification. Due to a supplier manufacturing issue, the car-sensitive sensor mechanism does not lock as designed when subjected to the requirements in Federal Motor Vehicle Safety Standards (FMVSS) 209 Section S4.3 (j) (2). This also constitutes a non-compliance with FMVSS 208 S7.1.1.3. The ELR is equipped with a vehicle-sensitive locking mechanism and a webbing-sensitive locking mechanism. The non-compliance specifically involves the vehicle-sensitive mechanism.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2016-2017

VIN: SALWS2PF6GA100000-SALWR2EF9GA121745

..... SALWS2PF1GA594637-SALWG2KF0GA666355

..... SALWR2FK3HA660486-SALWR2FK9HA664297

Range Rover (L405)

Model Year: 2016-2017

VIN: SALGS3EF0GA293645-SALGS2PFOGA318616

..... SALGS2FV9HA308452-SALGS2FV2HA308454

A total of 16,186 vehicles are potentially involved in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

In the event of a pre-crash brake event prior to a crash, the ELR would not lock off at the correct design specification g-force level. This could impact the operation of the seat belt assembly and negatively affect vehicle safety.

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will inspect, and if necessary replace, the front left (driver's) seatbelt assembly. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Initial owner notification occurred July 1, 2019. Owners will be notified a second time and instructed to take their vehicle to an authorized Land Rover retailer who will inspect, and if necessary replace, the front left (driver's) seatbelt assembly.

There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N333NAS, *Non-Compliance Recall - Front Left Seatbelt Emergency Locking Retractor*, for detailed repair instructions.

If any affected vehicle is also open in Safety Recall P095 Autoliv Front Seatbelt Pre-Tensioner Operation, complete the inspection procedures detailed in both the N333 and P095 bulletins. If the result of either inspection requires the replacement of the driver side seat belt, complete that under the relevant recall and then submit an inspection only claim for the 2nd recall.

PARTS

NOTE: 42% of affected vehicles are expected to require a new front left seatbelt retractor.

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

PART NUMBER	DESCRIPTION	QUANTITY
LR093785	Range Rover - Front seatbelt retractor - Left - Ebony	1
LR093783	Range Rover - Front seatbelt retractor - Left - Espresso	1
LR112210	Range Rover Sport - Front seatbelt retractor - Left - Ebony	1
LR112209	Range Rover Sport - Front seatbelt retractor - Left - Espresso	1
KYG500410	Bolt(s) - M10 x 25mm	1

TOOLS

Refer to the Technical Bulletin referred to above for any required 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 outstanding 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 together with the relevant Option Code. 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 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 the Jaguar Land Rover claims submission system to obtain the latest repair time.

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

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL/ SEATBELT COLOR	SRO	TIME (HOURS)	PARTS	QUANTITY
N333	A	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover/ Ebony	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR093785 KYG500410	1 1
N333	B	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover/ Ebony	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR093785 KYG500410	1 1
		Drive in/drive out		02.02.02	0.2	-	-
N333	C	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover Sport/ Ebony	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR112210 KYG500410	1 1
N333	D	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover Sport/ Ebony	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR112210 KYG500410	1 1
		Drive in/drive out		02.02.02	0.2	-	-
N333	E	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover/ Espresso	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR093783 KYG500410	1 1
N333	F	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover/ Espresso	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR093783 KYG500410	1 1
		Drive in/drive out		02.02.02	0.2	-	-
N333	G	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover Sport/ Espresso	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR112209 KYG500410	1 1
N333	H	Inspect seatbelt dates/part numbers - Failed inspection	Range Rover Sport/ Espresso	05.10.10	0.1	-	-
		Front seatbelt retractor - Left - Renew		76.73.31	0.3	LR112209 KYG500410	1 1
		Drive in/drive out		02.02.02	0.2	-	-

N333	K	Inspect seatbelt dates/part numbers - Release vehicle	Range Rover and Range Rover Sport	05.10.10	0.1	-	-
N333	M	Inspect seatbelt dates/part numbers - Release vehicle Drive in/drive out	Range Rover and Range Rover Sport	05.10.10 02.02.02	0.1 0.2	- -	- -

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code 'N333' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
N333	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

August 2019

SAFETY RECALL N333: Front Left Seatbelt Emergency Locking Retractor

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2016-2017**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-350

Dear Range Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that certain 2016-2017 model year Land Rover Range Rover Sport and Range Rover vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 209 - Seat belt assemblies, and 208 - Occupant crash protection.

Your vehicle is included in this Recall action.

You previously received a letter advising you that we were in the process of obtaining the necessary components to rectify your vehicle. At this time, those components are available.

What is the reason for this program?

The Emergency Locking Retractor (ELR) in the seat belt assembly of the vehicle's driver's seat may not be to specification. Due to a supplier manufacturing issue, the car-sensitive sensor mechanism does not lock as designed when subjected to the requirements in Federal Motor Vehicle Safety Standards (FMVSS) 209 Section S4.3 (j) (2). The ELR is equipped with a vehicle-sensitive locking mechanism and a webbing-sensitive locking mechanism. The non-compliance specifically involves the vehicle-sensitive mechanism.

In the event of braking prior to a crash, the ELR would not lock off at the correct design specification g-force level, increasing the risk of injury.

What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will inspect, and if necessary replace, the front left (driver's) seatbelt assembly. Contact your preferred Land Rover retailer to schedule a service appointment to have this work completed.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code **'N333'**.

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 one (1) hour, 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

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 one (1) hour, 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.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center 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 Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We 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,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A - SAFETY RECALL N333

Main Message: A concern has been identified on certain 2016-17MY Range Rover Sport and Range Rover vehicles where the emergency locking retractor in the seatbelt assembly of the front left seat is not to specification. The vehicle-sensitive sensor mechanism does not lock as designed when subjected to the requirements in Federal Motor Vehicle Safety Standard (FMVSS) 209 - Seatbelt Assemblies.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs

Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A The National Highway Traffic Safety Administration (NHTSA) has declined a petition for inconsequential non-compliance filed in December 2016 stating that failure to have a FMVSS 209-compliant seatbelt means that compliance with the requirements of FMVSS 208 - Occupant Crash Protection is not provided

Q3 Can you tell me more about what is wrong with the vehicles?

A On May 1, 2019, the NHTSA responded to a petition related to non-compliances inconsequential to motor vehicle safety filed in December 2016. The request was declined. The performance requirements of FMVSS 208 continue to be met. The Emergency Locking Retractor (ELR) in the seatbelt assembly of the front left seat that is not to specification does not meet the pre-crash braking webbing payout requirements.

The NHTSA has determined that certain seatbelt assemblies do not fully comply with FMVSS 209 Section S4.3 (j) (2). FMVSS 209 is a component-level regulation. FMVSS 208 requires, as stated in S7.1.1.3, a Seatbelt Assembly which meets the requirements of FMVSS 209. As the NHTSA has determined that the component does not comply with FMVSS 209, this also constitutes a non-compliance with FMVSS 208 Section S7.1.1.3.

There is no suggestion that the performance requirements of FMVSS 208 have not been met.

Q4 How would the customer become aware of potentially having this

A **concern?** Jaguar Land Rover will inform the owners of affected vehicles.

Q5 Does this concern affect vehicle safety?

A In the event of braking prior to a crash, the ELR would not lock off at the correct design specification g-force level, increasing the risk of injury.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any consumer complaints in regards to this matter.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A The supplier notified Jaguar Land Rover on November 2, 2016, advising that another customer of theirs submitted a 49 CFR 573 Report to the NHTSA which stated that the ELR in the front left safety belt assembly may not have been produced to specification.

Q9 How long has Jaguar Land Rover known about this problem?

A Jaguar Land Rover was notified of the issue on November 2, 2016, Jaguar Land Rover notified the NHTSA in December 2016.

Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q11 What has Jaguar Land Rover done in production?

A Production vehicles are manufactured with correctly manufactured seatbelt assemblies which meet all regulated performance requirements.

Q12 What will authorized Land Rover retailers do to the vehicles?

A Authorized Land Rover retailers will inspect, and if necessary replace, the front left seatbelt assembly.

Q13 Which vehicles are affected by this recall?

A The following Land Rover vehicles are affected:

Range Rover Sport (L494)

Model Year: 2016-2017

VIN: SALWS2PF6GA100000-SALWR2EF9GA121745

..... SALWS2PF1GA594637-SALWG2KF0GA666355

..... SALWR2FK3HA660486-SALWR2FK9HA664297

Range Rover (L405)

Model Year: 2016-2017

VIN: SALGS3EF0GA293645-SALGS2PF0GA318616

..... SALGS2FV9HA308452-SALGS2FV2HA308454

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models, other than those listed on this document, are known to be affected by this condition.

Q15 Are parts/software available to rework vehicles?

A Yes, the necessary parts are available for authorized retailers to conduct this repair.

Q16 How much will the recall cost Jaguar Land Rover?

A Cost was not a factor in deciding to recall these vehicles.

Q17 How do I know if my Land Rover vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.

Q18 How long does it take for the vehicle to be inspected and repaired?

- A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than one (1) hour. Due to retailer schedules, vehicles may be required for longer.
- Q19 Can I continue to drive my vehicle safely until it has been recalled?**
- A Customers are advised to contact an authorized Land Rover retailer if they have any concerns regarding their vehicles.