

SAFETY RECALL N422 (NHTSA 20V-053) - SECOND ROW SEAT FRAME FIXINGS



NAS20.02.015 | RECALL
ISSUE 2

USA

AFTERSALES BULLETIN
MARCH 23, 2020

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2020 model year Land Rover Discovery 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 noncompliance 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 NAS20.02.007. Issue '2' changes are highlighted in blue.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where some of the fasteners of the second-row seat frame assembly may be missing. Where one or more seat fastener is missing, the seat will not have sufficient structural integrity.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2020

VIN Range:

A total of 34 vehicles (11 at port of entry) 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 crash, there is an increased risk of injury to the occupants of the vehicle.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the second row left or right seat frame assembly and make sure the bolts are tightened correctly.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of March 19, 2020.

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. 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 N422NAS, *SAFETY RECALL: Second Row Seat Frame Fixings*, for detailed repair instructions.

PARTS

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

VIN	DESCRIPTION	PART NUMBER	QUANTITY
	Second row seat frame - Right - Without power seat recliner Second row seat frame carpet - Right - Ebony Nut - M6	LR138426 LR080738 LR093562	1 1 7
	Second row seat frame - Right - Without power seat recliner Second row seat frame carpet - Right - Espresso Nut - M6	LR138426 LR080737 LR093562	1 1 7
	Second row seat frame - Left - Without power seat recliner Second row seat frame carpet - Left outer - Ebony Second row seat frame carpet - Left center - Ebony - Without power seat recliner Second row seat frame carpet - Left center lower - Ebony Nut - M6	LR081082 LR080743 LR080750 LR111114 LR093562	1 1 1 1 5

TOOLS

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

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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 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. The SRO and parts information listed have been 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. Use TOPIx to obtain the latest repair time.

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

VIN	PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
	N422	C	Second row seat frame - Left - Renew	78.85.06	1.2	LR081082	1
			LR080743			1	
			LR080750			1	
			LR111114			1	
			LR093562			5	
	N422	D	Second row seat frame - Left - Renew	78.85.06	1.2	LR081082	1
			LR080743			1	
			Drive in/drive out	02.02.02	0.2	-	-
	N422	E	Second row seat frame - Right - Renew - Ebony Carpet	78.85.07	1.0	LR138426	1
			LR080738			1	
			LR093562			7	

VIN	PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
	N422	F	Second row seat frame - Right - Renew - Ebony Carpet	78.85.07	1.0	LR138426 LR080738 LR093562	1 1 7
			Drive in/drive out	02.02.02	0.2	-	-
	N422	G	Second row seat frame - Right - Renew - Espresso Carpet	78.85.07	1.0	LR138426 LR080737 LR093562	1 1 7
	N422	H	Second row seat frame - Right - Renew - Espresso Carpet	78.85.07	1.0	LR138426 LR080737 LR093562	1 1 7
			Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALRXXXXXXXXXXXX

March 2020

SAFETY RECALL N422: Second Row Seat Frame Fixings

Vehicle Affected: Land Rover Discovery
Model Year: 2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-

Dear Land Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act* and Land Rover has decided that a defect which relates to motor vehicle safety exists on certain 2020 model year Land Rover Discovery vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

Due to a manufacturing error, there is a risk that the fastener on the second row seat frame assembly may be missing. Where one or more seat fastener is missing, the seat may not have sufficient structural integrity and will not meet the regulated requirements for seat strength or lugging retention. In the event of a crash, there is an increased risk of injury to the occupants in the vehicle.

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

Land Rover is carrying out a recall on the vehicles mentioned above. An authorized Land Rover retailer will replace the second row left or right seat frame assembly and make sure the fasteners are tightened correctly.

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

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request service details to complete the work required under Program Code 'N422'.

Attention Leasing Agents: 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 repair will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 1.5 hours, 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.

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. Please use 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@jaguarlandro.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 1-888-327-4266 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and will do everything we can to 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 N422

Main Message: An issue has been identified on a limited number of 2020 model year Land Rover Discovery vehicles where some of the fasteners of the second-row seat frame assembly may be missing. Where one or more seat fasteners is missing, the seat will not have the required structural integrity.

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 Vehicles in this condition will not meet the required seat strength performance requirements and pose an increased risk of injury to seat occupants in the event of a crash.

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

A Detailed technical investigations by Jaguar Land Rover revealed that if the seat frame assembly for the second row does not have all the fasteners, the seat will not have sufficient structural integrity to meet seat strength and luggage retention requirements.

Q4 How would the customer become aware of potentially having this concern?

A Customer will have no visible or audible warnings.

Q5 Does this concern affect vehicle safety?

A Yes, we consider this an unreasonable risk to safety and has issued a voluntary safety recall for the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A No.

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 concern was investigated following notification from the seat supplier.

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

A The issue was first investigated on December 17, 2019.

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 In conjunction with the seat supplier Jaguar Land Rover has ensured the seat assembly manufacturing follows a revised and quality assured process.

Q12 What will an authorized Land Rover retailer do to the vehicles?

A Authorized Land Rover retailers will replace the second row left or right seat frame assembly.

Q13 Which vehicles are affected by this recall?

A A total of 34 vehicles (11 at port of entry) are potentially involved in the USA and Federalized Territories.

Discovery (LR; manufactured from September 11, 2019 to November 26, 2019)

Model Year: 2020

VIN Range:

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 available to rework vehicles?

A Yes, the necessary parts are available for authorized Land Rover 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 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 1.5 hours. 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 should they have any concerns regarding their vehicles.