

SAFETY RECALL H378-EARLY DEACTIVATION OF THE SEATBELT AUTOMATIC LOCKING RETRACTOR MODE (NHTSA 21V-667)



NAS21.09.023

RECALL

USA

AFTERSALES BULLETIN

SEPTEMBER 24, 2021

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain Land 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 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.

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 Aftersales Bulletin NAS21.09.012.

DESCRIPTION OF ISSUE

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where, seatbelt assemblies manufactured by Autoliv may not meet the performance requirements of occupant crash protection.

Due to a subcomponent company manufacturing issue, the ALR lever inside affected seatbelts may unintentionally deactivate early and switch to Emergency Locking Retractor (ELR) mode; which could allow the seatbelt to become loose increasing the risk of injury.

AFFECTED VEHICLE RANGE

A total of 5,146 vehicles are potentially involved in the USA and Federalized Territories.

F-PACE (X761)Year

2020-2021

VIN: SADCZ2EE8LA662592 to SADCJ2EX8MA671433

F-TYPE (X152)

Model Year:2021-2022

VIN: SAJD55FE1MCK72954 to SAJD81EEXNCK77203

XF (X260)

Model Year:2021

VIN: SAJBL4GX4MCMY87778 to SAJBL4GX1MCMY89942

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

In order to secure certain child seats using only the seatbelt, the seatbelt must be put in Automatic Locking Retractor (ALR) mode to remove extra seatbelt slack.

Due to a subcomponent company manufacturing issue, the ALR lever inside affected seatbelts may unintentionally deactivate early and switch to Emergency Locking Retractor (ELR) mode; which could allow the seatbelt to become loose when a child seat is fitted that could lead to an increased risk of injury. This concern does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will inspect the seat belt assemblies. If any seat belt is found to be faulty, it will be replaced. There will be no charge to owners for this action under this Program.

Unsold vehicles must have this done as part of the Pre-Delivery Inspection (PDI) process and/or before vehicle handover to the customer.

OWNER NOTIFICATION

Owner notification is expected to occur on or before October 22, 2021.

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.

Jaguar Land Rover North America, LLC 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 H378NAS, SAFETY RECALL: *Early Deactivation of the Seatbelt Automatic Locking Retractor Mode* for detailed repair instructions.

PARTS INFORMATION

The required part numbers are not included in this bulletin due to the multiple variations and complexity. Retailers must refer to the Jaguar Land Rover (JLR) Electronic Parts Catalogue (EPC) using the vehicles Vehicle Identification Number (VIN) and identify the required seatbelt part number(s) and, where applicable, any fasteners to be ordered.

It is estimated that less than 1% of belts to be tested will require replacement.

SROs

NOTE: Refer to TOPIx for seatbelt retractor SROs. Repair procedures are under constant review, and therefore times are subject to change. Always refer to TOPIx to obtain the latest repair time.

Description	SRO	Time
Transit mode - Disable/enable (if required)	05.10.20	0.2
Inspect all seatbelts	05.10.10	0.1
Drive in/drive out	10.10.10	0.2

TOOLS

Refer to Technical Bulletin noted 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 should be submitted quoting program code H378 with option code X. In this instance where a repair requires one or more seatbelt retractor assembly replacements, enter the relevant seatbelt retractor assembly and fastener part number(s) and the applicable SRO times from RTS and the warranty information table.

The option that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Warranty Manual and its amendments, unless stated otherwise in this bulletin.

CUSTOMER REIMBURSEMENT AND RELATED DAMAGE PROCESS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside 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.

The related damage procedure should also be used to reimburse retailers for any additional ancillary parts or service operations not listed in this bulletin that were required to complete the repair.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code H378 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim for reimbursement should be submitted using option code XX as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

Program Code	Option	Description	Part No.	SRO	Sundry	Value
H378	XX	Reimbursement to owner	As required	As required	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action H378 are included in this process.

Only one claim per vehicle for related damages will be accepted.

<h1>Technical Questions And Answers</h1>	
<p>FOR USE ON ENQUIRY</p>	
<p>Jaguar Land Rover Safety Recall H378</p>	
<p>Certain 2020 to 2022 Model Year Jaguar F-PACE, F-TYPE and XF vehicles for Early Deactivation of the Seatbelt Automatic Locking Retractor</p>	

A concern has been identified by the seatbelt manufacturer which impacts certain 2020 to 2022 model year Jaguar F-PACE, F-TYPE, and XF vehicles. The manufacturer has advised that seatbelt retractor assemblies have been manufactured by them which may not meet some of the performance requirements of occupant crash protection. The manufacturer advises that in order to secure certain child restraint systems using only the seatbelt, the seatbelt must be put in Automatic Locking Retractor mode to remove extra seatbelt slack.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

The seatbelt manufacturer, Autoliv notified the US the National Highway Traffic Safety Administration (NHTSA) in Part 573 Safety Recall Report 21E-052 of a concern. In order to secure certain child restraint systems using only the seatbelt, the seatbelt must be put in Automatic Locking Retractor mode to remove extra seatbelt slack. When installing child restraint systems, for which the vehicle owner elects to use the seatbelt to secure the child restraint system instead of the latch system, if the seatbelt is not lockable so that the seatbelt retractor assembly can be used to tightly secure the child restraint there is an increased risk of injury in a crash to the occupant of the child restraint system. A number of these seatbelts have been supplied to JLR.

Question 3

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

Answer

Autoliv submitted a Part 573 Safety Recall Report to the NHTSA, NHTSA recall number 21E-052, concerning the subject seatbelt assemblies. The report detailed the Automatic Locking Retractor lever inside affected seatbelt retractor assemblies may unintentionally deactivate early and switch to Emergency Locking Retractor mode; which could allow the seatbelt to become loose, due to a subcomponent manufacturer manufacturing issue.

Question 4

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

Customer may notice the Automatic Locking Retractor ratcheting noise may cease early when attempting to remove the slack out of the seatbelt when installing a child safety seat.

Question 5

Does this concern affect vehicle safety?

Answer

Yes, with child restraint seats for which the vehicle owner elects to use the seatbelt to secure the child restraint seat instead of the latch system, if the seatbelt is not lockable so that the seatbelt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

Question 6

Has JLR received many complaints?

Answer

No.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no reports of accidents or injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

An investigation was opened following a report from an ongoing quality investigation at the seatbelt manufacturer.

Question 9

How long has JLR known about this concern?

Answer

On June 14, 2021, Autoliv submitted a Part 573 Safety Recall Report to the NHTSA, NHTSA recall number 21E-052 refers, concerning the subject seatbelt assemblies. A month following this initial Autoliv notification, Autoliv informed JLR that they had shipped affected seatbelts to JLR.

Question 10

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 and product compliance? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall compliance and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

These vehicles will receive a seatbelt assembly meeting the required design specification.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an approved Jaguar retailer/authorized repairer. The technician will conduct a function test to make sure the seatbelt retractor assemblies will function properly. Should a seatbelt retractor assembly fail

the function test, it will be renewed according to the published procedures, and the functionality of the new seatbelt retractor assembly will be tested. If all seatbelt retractor assemblies pass the function test, no further action is required.

There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2020 to 2021 model year Jaguar F-PACE vehicles: SADCZ2EE8LA662592 to SADCJ2EX8MA671433 (selected vehicles within Vehicle Identification Number (VIN) range) - Production dates: November 2nd 2020 to August 2nd 2021

2021 to 2022 model year Jaguar F-TYPE vehicles: SAJD55FE1MCK72954 to SAJD81EEXNCK77203 (selected vehicles within VIN range) - Production dates: November 2nd 2020 to July 19th 2021

2021MY Jaguar XF vehicles: SAJBL4GX4MCY87778 to SAJBL4GX1MCY89942 (selected vehicles within VIN range) - Production dates: November 2nd 2020 to April 2nd 2021

Question 14

Are other JLR models affected by this concern?

Answer

Yes, certain 2020 to 2022 model year Range Rover, Range Rover Sport, Range Rover Velar, Land Rover Discovery, Land Rover Discovery Sport, and Land Rover Defender vehicles, which are being remedied through safety recall campaign N630.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair may take up to approximately 1 hour and 45 minutes.

Question 19

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note: Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.