



N609NAS1

TECHNICAL BULLETIN

17 SEP 2021

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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.

SECTION:

100-00

SUBJECT/CONCERN:

Safety Recall - Front Row Seat Tracks - Renew

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Defender (LE)	2021	043374-062024

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front seat track end stop bracket may become deformed. Deformed seat track end stop brackets may allow the seat to latch further forward than intended by design.

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 procedure(s) 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.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS INFORMATION

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner.

* An allowance equivalent to £3 sterling has been allocated to locally source the Loctite™ 243 thread lock (or equivalent).

DESCRIPTION	PART NUMBER/SUNDRY	QTY./VALUE (£)
Front row seat track	LR164111	1
Front row seat track	LR164112	1
Loctite™ 243 thread lock (or equivalent)	*ZZZ001	£3

SPECIAL TOOLS INFORMATION:

Refer to TOPlx Workshop Manual/Service Instruction(s) for any required special tools.

S R O S

DESCRIPTION	SRO	TIME
N609 - Renew front row seat track - Pair	05.11.10	1.0
Drive in/drive out	02.02.02	0.2

NOTE:

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

WARRANTY INFORMATION
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 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 should be submitted quoting program code N609 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

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

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	PART NUMBER/SUNDRY	QTY./VALUE (£)
N609	A	N609 - Renew front row seat track - Pair	05.11.10	1.0	LR164111	1
					LR164112	1
					ZZZ001	£3
N609	B	N609 - Renew front row seat track - Pair	05.11.10	1.0	LR164111	1
					LR164112	1
					ZZZ001	£3
		Drive in/drive out	02.02.02	0.2		

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

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

CUSTOMER REIMBURSEMENT 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.

Claims for related damages can only be made when this bulletin has been paid/accepted. Claims should be submitted quoting program code N609 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ001'. All costs should be entered in local currency.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	SUNDRY ITEM CODE	VALUE
N609	X	Reimbursement to owner	N/A	N/A	ZZZ001	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 Recall Action N609 are included in this process. Only one claim per vehicle for related damages will be accepted.

SERVICE INSTRUCTION

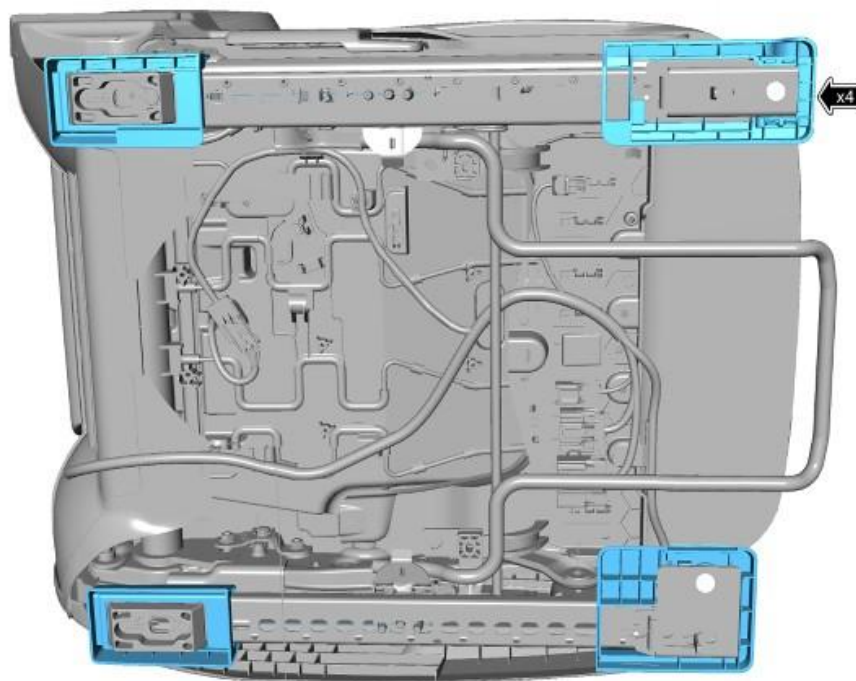
NOTES:

- Some components shown removed for clarity.
- Some variation in the illustrations may occur, but the essential information is always correct.

1. Remove both front row seats (see TOPIx Workshop Manual section 501-10: Seating - Removal and Installation - Front Row Seat - Vehicles Without: Power Seats).

2. Raise the seat to the highest position.

3.



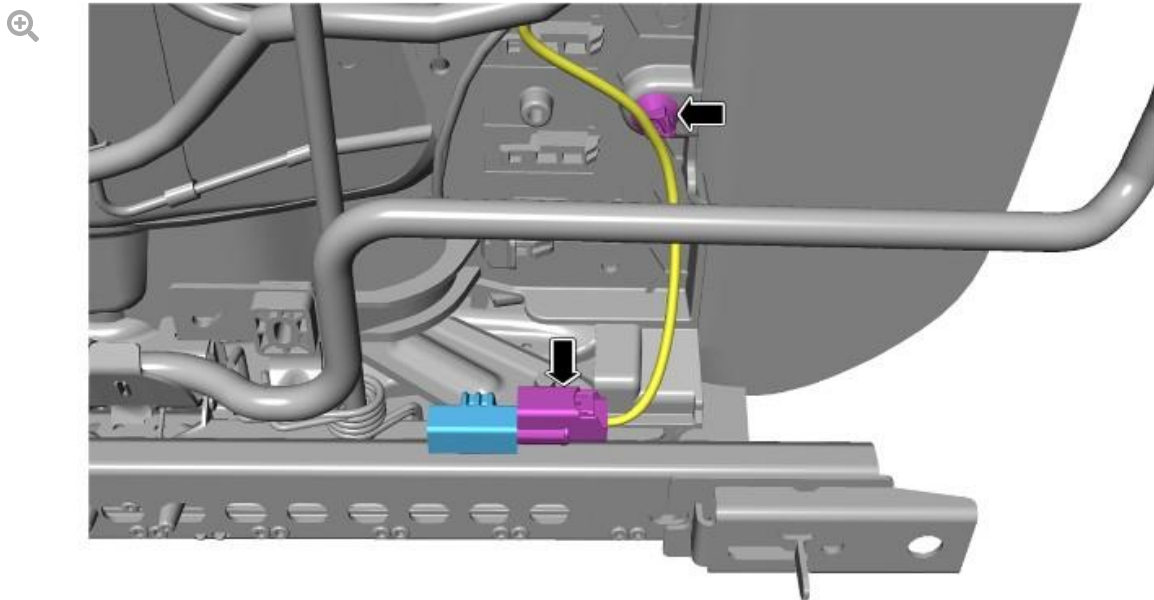
E290596

Remove the 4 seat track covers.

4.

NOTE:

This step only applies the front row right seat.



E290697

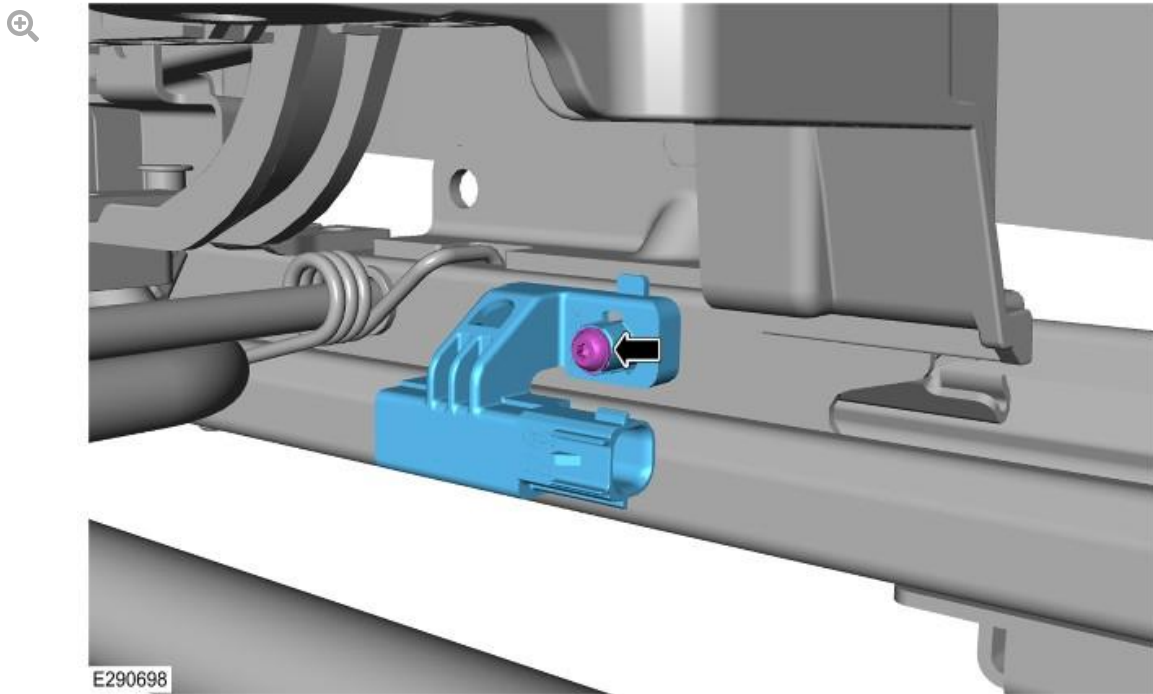
Release the seat track position sensor harness.

- Release the clip.
- Disconnect the electrical connector.

5.

NOTE:

This step only applies the front row right seat.



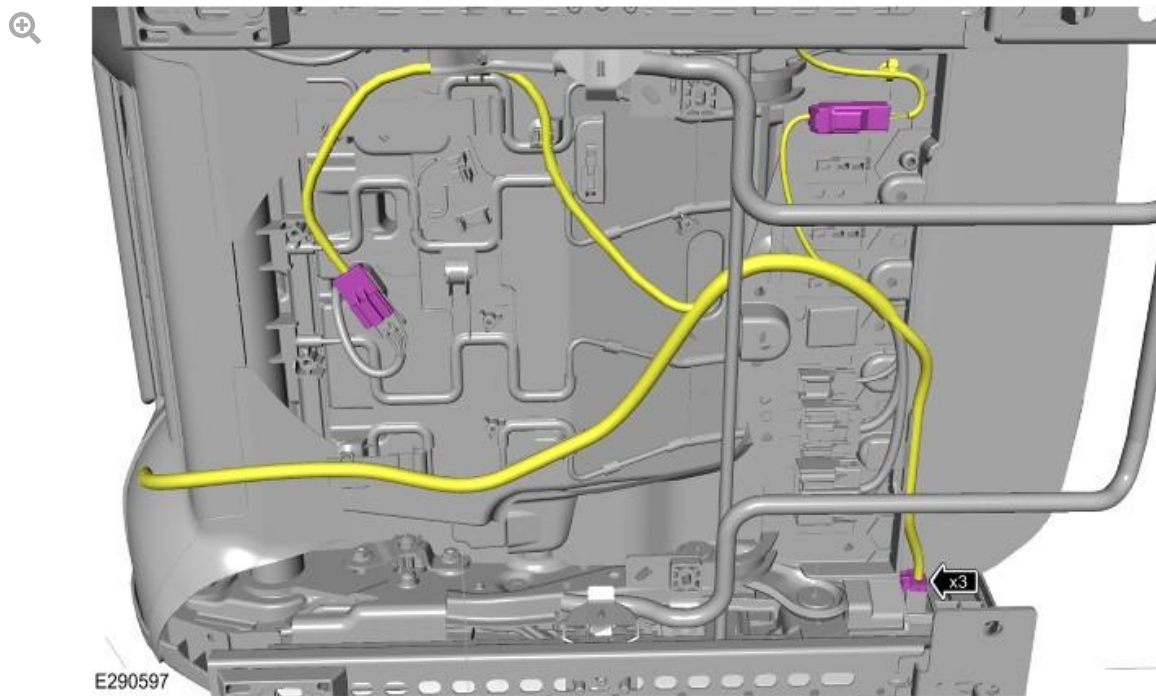
Remove the seat track position sensor.

- Remove the screw.

6.

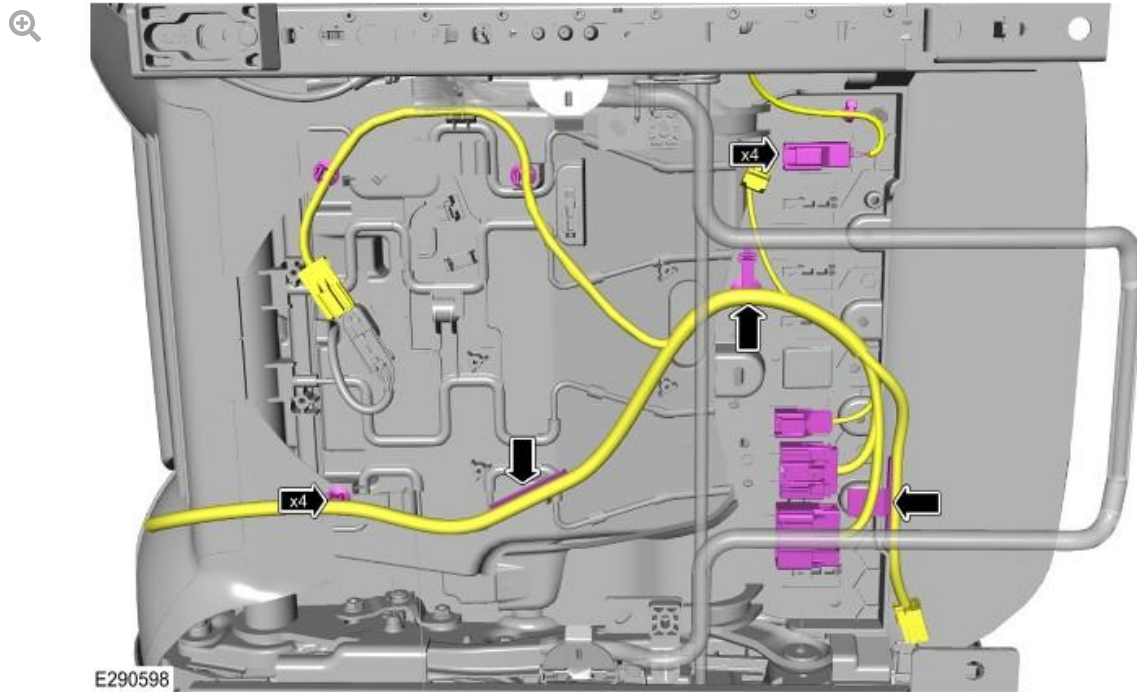
NOTE:

The number of electrical connectors may vary due to vehicle specification.



Disconnect the 3 electrical connectors.

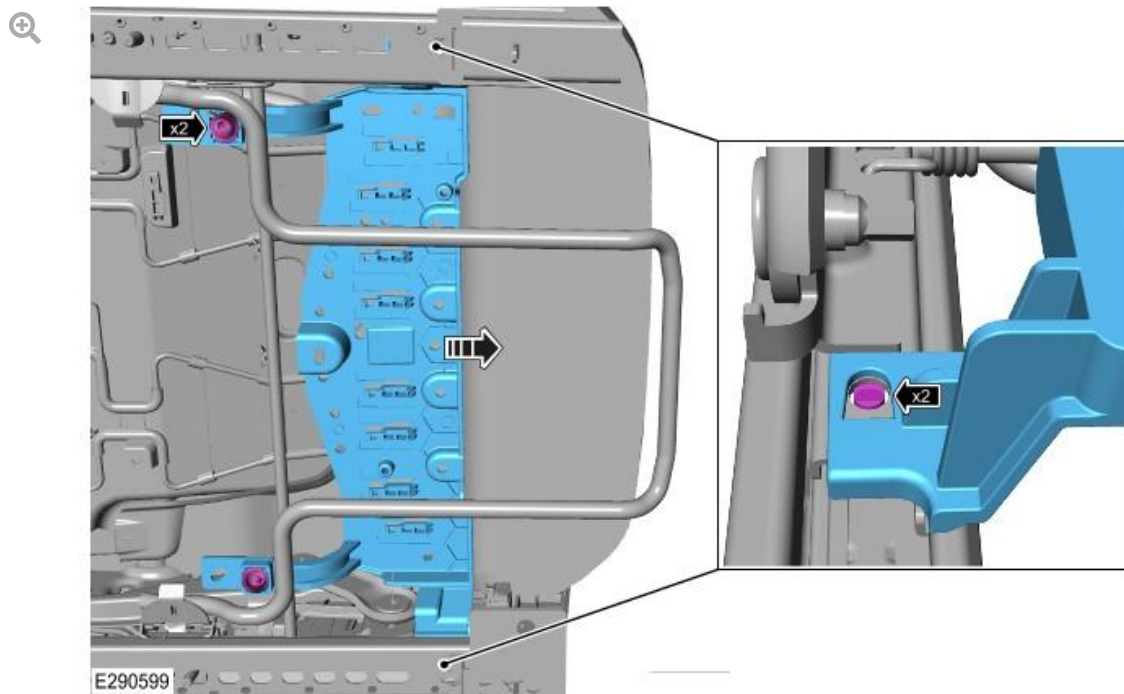
7.



Release and move aside the wiring harness.

- Release the 4 electrical connectors.
- Release the 7 clips.

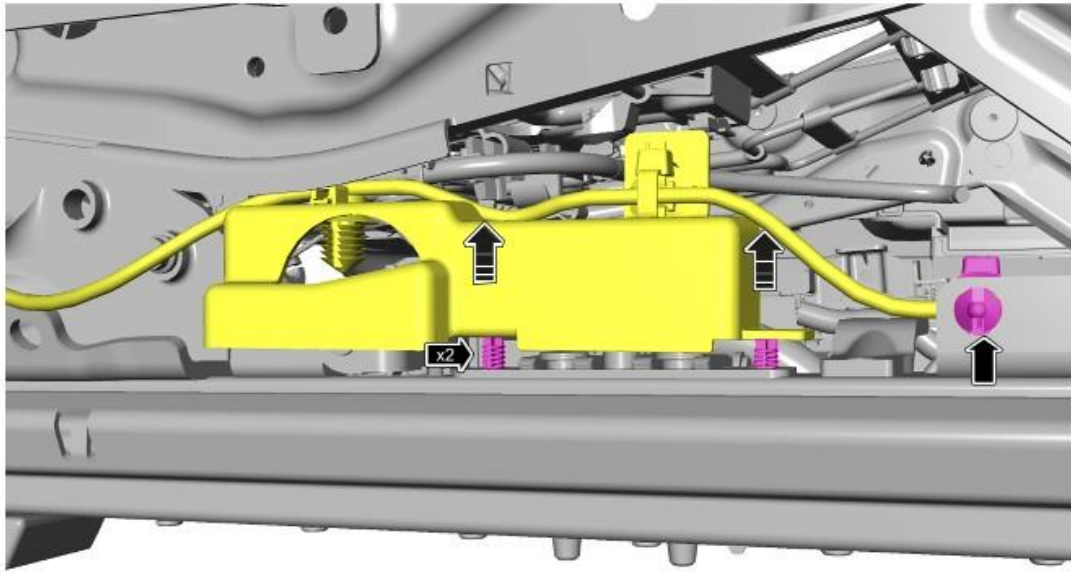
8.



Remove the module tray.

- Remove the 2 bolts.
 - Torque: **7 Nm**
- Release the 2 clips.

9.



E290600

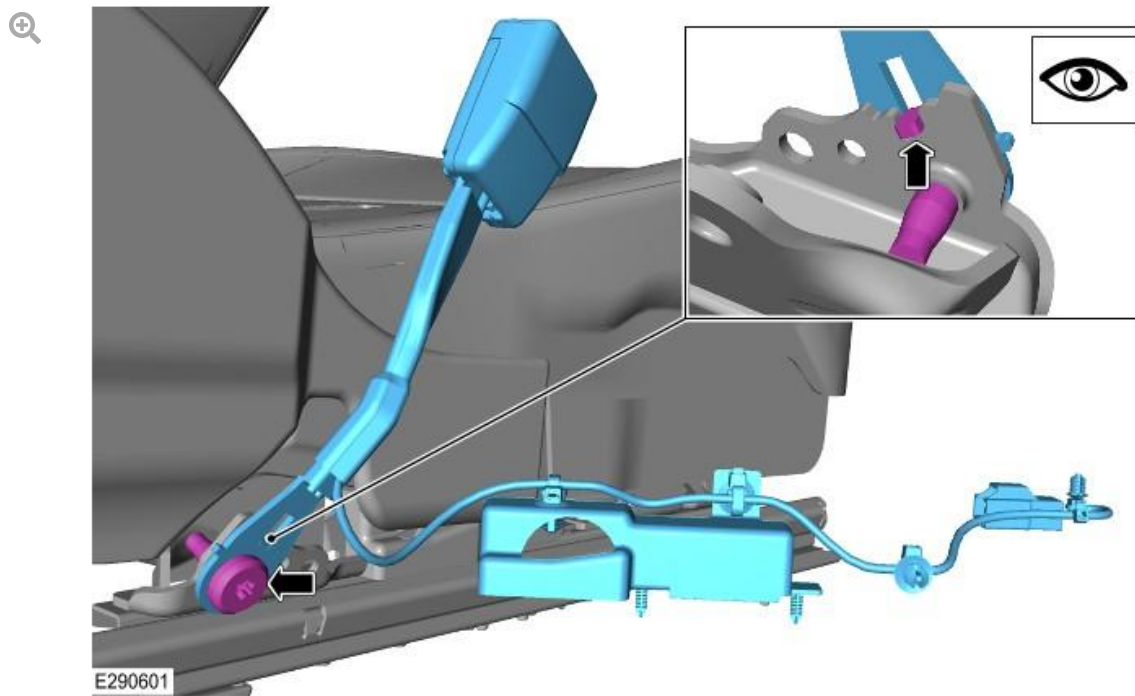
Release the wiring harness and the plastic cover.

- Release the 2 clips.
- Release the wiring harness clip.

10.

NOTE:

During installation make sure the seatbelt buckle is aligned, as shown in the illustration.



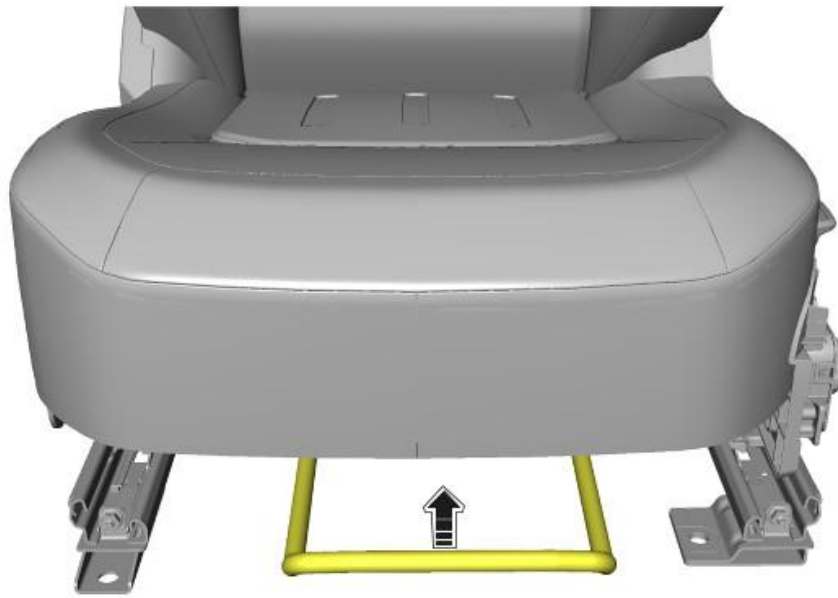
Remove the seatbelt buckle assembly.

- **NOTE:**
Loctite™ 243 thread lock (or equivalent) must be applied to the bolt before installation.

Remove the bolt.

- Torque: **40 Nm**

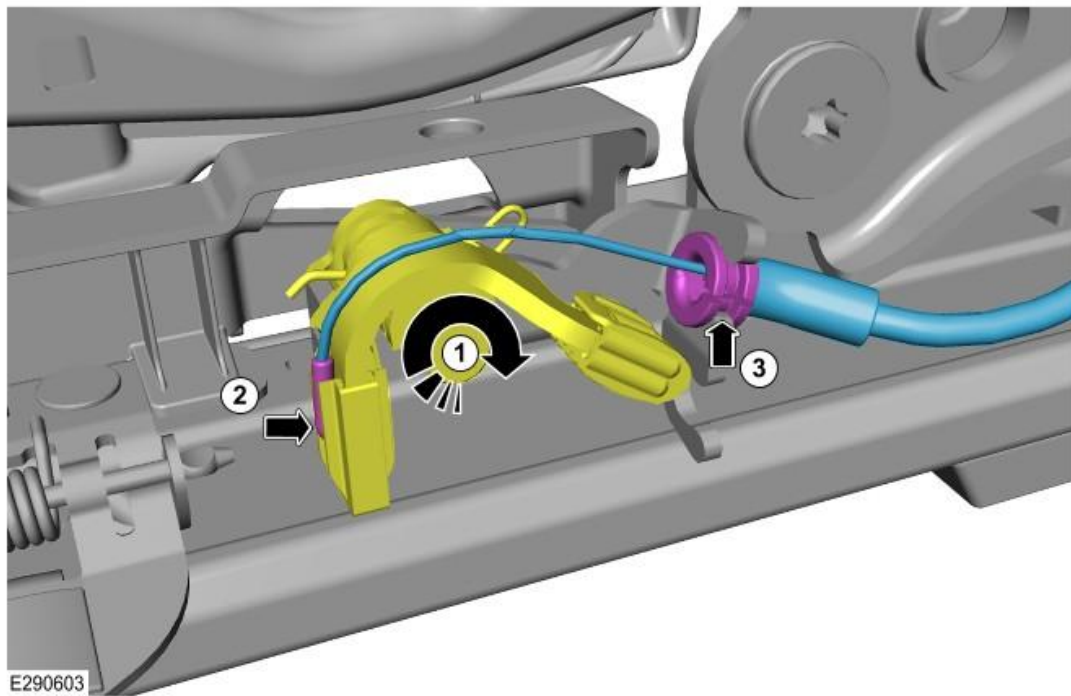
11.



E290602

Lift and hold the release handle.

12.



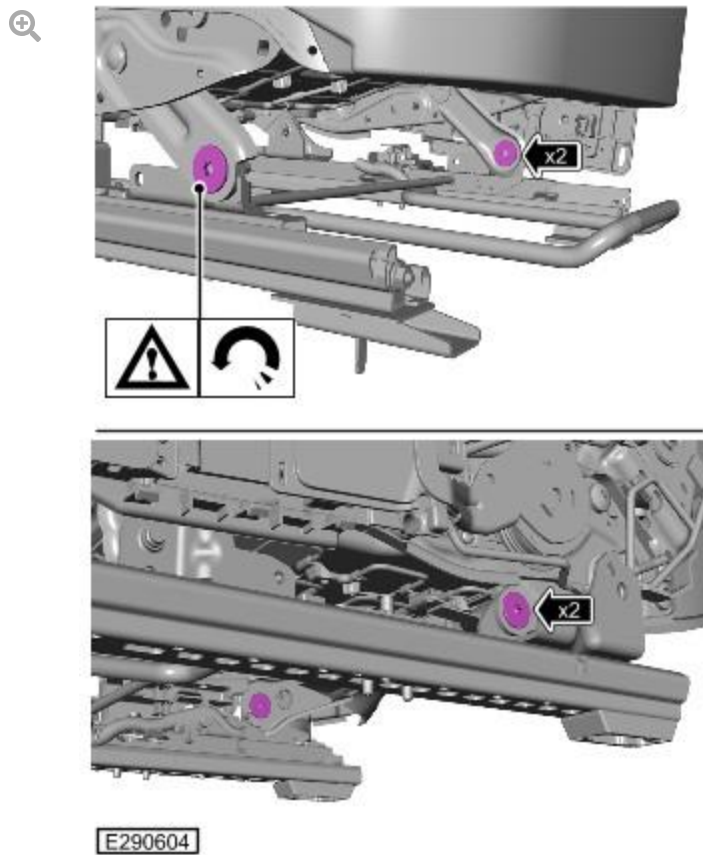
Remove the release cable.

1. Rotate the mechanism clock-wise.
2. Release the end pin.
3. Release cable retainer.

13.

CAUTION:

The front bolt closest to the center of the vehicle is left-hand thread.



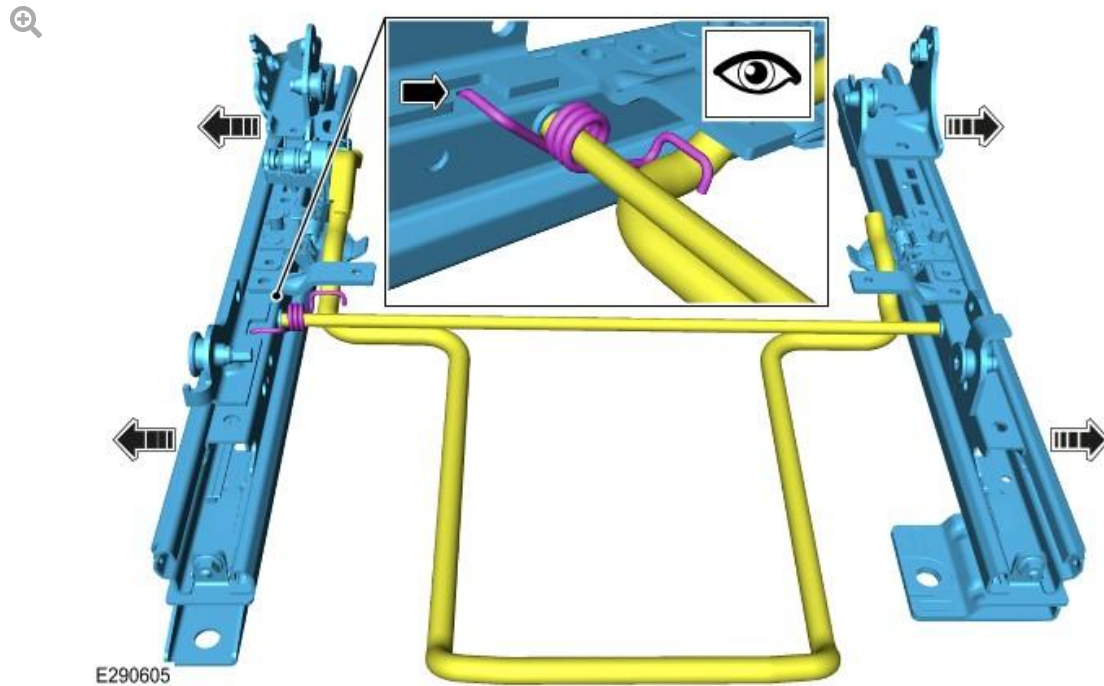
Remove the 4 bolts.

- Torque: 40 Nm

14.

NOTE:

Make a note of the position of the spring and make sure it is installed as shown in the illustration during installation.



Remove and discard both seat tracks.

- Release the spring from the seat track and make sure it is retained with the release handle.

15. Install the new seat tracks by reversing steps 2 to 14.

16. Repeat steps 2 to 15 for the other front row seat.

17.

NOTE:

Loctite™ 243 thread lock (or equivalent) must be applied to the first 10 mm of threads under the head of each seat track to body bolt before installation.

Install both front row seats (see TOPIx Workshop Manual section 501-10: Seating - Removal and Installation - Front Row Seat - Vehicles Without: Power Seats).