



# SAFETY RELATED RECALL

Global Recall Action  
Number: N783

<b>Subject:</b>  <b>Second Row Left Seat Frame Weld</b>	Publication No.: N783
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Date of Issue: 05 June 2023

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on certain 2022 and 2023 model year Range Rover 7-seat vehicles where the second row left seat frame may have a latch installed with a defective weld. In vehicles that have an defective weld on the second row left seat frame latch, the seat may not be correctly secured. Warnings of a non-latch state are provided on the Instrument Panel Cluster.

If the seat is incorrectly secured, in the event of a crash or sudden braking where the second row center position is occupied and the outboard seat occupant is not using the body mounted seatbelt (such as where a child seat is installed using LATCH/ISOFIX), the seat will move forward and upwards. This increases the risk of injury to first and second row seat occupants.

Customers must be attentive to warning lamps displayed on the Instrument Panel Cluster, all warning lamps must be complied with. In this case, where a seat fails to latch a red warning is displayed. Owners are advised to refer to the online owner guide for related information.

### ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-252

Transport Canada (TC) reference number: 2023-209

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

### REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2022 to 2023 model year Range Rover vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted

on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers 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/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

# SERVICE INSTRUCTION - N783

## Parts Information

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

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Second row left seat frame	LR181693	1	36
Second row left seat - Carpet	LR150506	1	36
Second row left seat - Carpet	LR150508	1	36
Second row center seatbelt - Bolt	LR153368	1	36
Second row center seatbelt - Nut	LR039505	1	36
Non <a href="#">Rear Seat Entertainment (RSE)</a> belly carpet	LR177269	1	32
<a href="#">RSE</a> belly carpet	LR177268	1	4

\* When ordering parts, order no more than the expected percentage failure rate of parts identified

## SROs

Description	SRO	Time
Inspect second row left seat frame - No further action	05.10.10	0.1
Inspect second row left frame - Renew second row left seat frame	78.85.06	2.8
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

Warranty claims should be submitted quoting program code N783 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.

Program Code	Option	Description	SRO	Time	Part Number	Qty
N783	A	Inspect second row left seat frame - No further action	05.10.10	0.1	N/A	N/A
N783	B	Inspect second row left seat frame - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A
N783	C	Inspect second row left seat frame - Renew second row left seat frame - With <a href="#">RSE</a>	78.85.06	2.8	LR181693 LR150506 LR150508 LR153368 LR039505 LR177268	1 1 1 1 1 1
N783	D	Inspect second row left seat frame - Renew second row left seat frame - With <a href="#">RSE</a> Drive in/drive out	78.85.06 02.02.02	2.8 0.2	LR181693 LR150506 LR150508 LR153368 LR039505 LR177268	1 1 1 1 1 1
N783	E	Inspect second row left seat frame - Renew second row left seat frame - Without <a href="#">RSE</a>	78.85.06	2.8	LR181693 LR150506 LR150508 LR153368 LR039505 LR177269	1 1 1 1 1 1

Program Code	Option	Description	SRO	Time	Part Number	Qty
N783	F	Inspect second row left seat frame - Renew second row left seat frame - Without <a href="#">RSE</a> Drive in/drive out	78.85.06	2.8	LR181693	1
			02.02.02	0.2	LR150506	1
					LR150508	1
					LR153368	1
					LR039505	1
					LR177269	1

**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 and Related Damage Process****NOTE:**

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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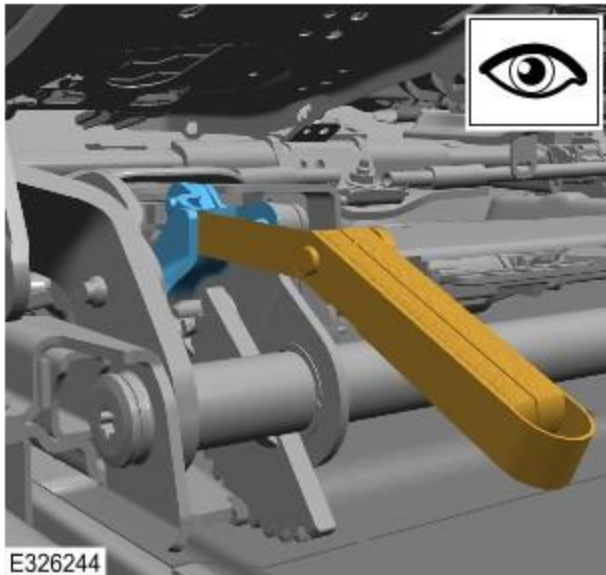
[REMOVAL AND INSTALLATION: SERVICE INFORMATION](#)

[REMOVAL AND INSTALLATION: SERVICE INSPECTION](#)

[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION](#)

**SERVICE INFORMATION****NOTES:**

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



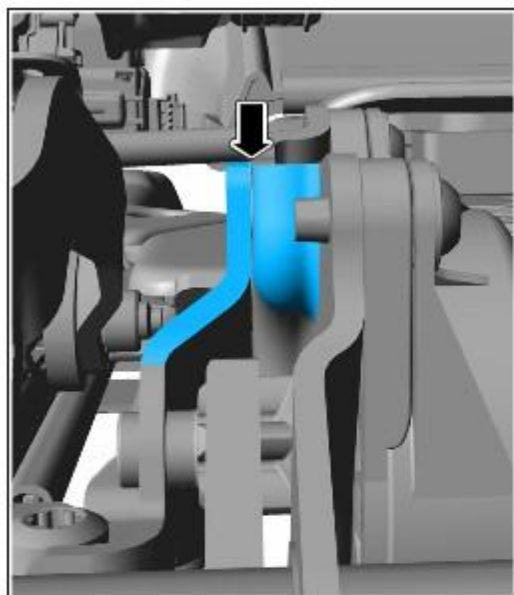
1. The image shows a 0.5 mm feeler gauge being used to check the gap between second row left seat frame latch brackets.

**SERVICE INSPECTION****NOTES:**

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

1. Use a 0.5 mm feeler gauge to inspect the gap between the second row left seat frame latch brackets, shown highlighted in the illustration.

- If the 0.5 mm feeler gauge **does** fit between the brackets, the second row left seat frame has failed the inspection. Continue to the Service Instruction.
- If the 0.5 mm feeler gauge **does not** fit between the brackets, the second row left seat frame has passed the inspection and is not affected. Release the vehicle.



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## SERVICE INSTRUCTION

### NOTES:

- Only install a new second row seat frame if the original second row seat frame has failed the previous inspection.
- The second row left seat frame is known as the second row left seat base in TOPIx.

1. Renew the second row left seat frame (see TOPIx Workshop Manual section 501-10B: Seating - Second Row Seats - Removal and Installation - Left Seat Base - Vehicles With: 7 Seats).

**SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY**

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N783

Date: month/year

**SAFETY RELATED RECALL - 2022 to 2023 Model Year Range Rover - Second Row Left Seat Frame Weld**

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

**Why are we contacting you?**

A concern has been identified on certain 2022 to 2023 model year Range Rover 7-seat vehicles where the second row left seat frame may have a latch installed with a defective weld. In vehicles that have a defective weld on the second row left seat frame latch, the seat may not be correctly secured. Warnings of a non-latch state are provided on the Instrument Panel Cluster.

If the seat is incorrectly secured, in the event of a crash or sudden braking where the second row left seat center position is occupied and the outboard seat occupant is not using the body mounted seatbelt (such as where a child seat is installed using LATCH/ISOFIX), the seat will move forward and upwards. This increases the risk of injury to first and second row seat occupants.

Customers must be attentive to warning lamps displayed on the Instrument Panel Cluster, all warning lamps must be complied with. In this case, where a seat fails to latch a red warning is displayed. Owners are advised to refer to the online owner guide for related information.

**What will your Land Rover retailer/authorized repairer do?**

At your visit, your preferred Land Rover retailer/authorized repairer will inspect the second row left seat frame latch. Where the inspection reveals a not OK condition, the second row left seat frame and associated components will be replaced. Where the inspection reveals an OK condition, no further action is required. There will be no charge to the owners for this repair.

**How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

**What we are asking you to do**

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

**If you have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover Recall N783</b>	
<b>Certain 2022 and 2023 model year Range Rover 7-seat vehicles where the second row left seat frame may have a latch installed with a defective weld.</b>	

A concern has been identified on certain 2022 and 2023 model year Range Rover 7-seat vehicles where the second row left seat frame may have a latch installed with a defective weld. In vehicles that have a defective weld on the second row left seat frame latch, the seat may not be correctly secured. Warnings of a non-latch state are provided on the Instrument Panel Cluster.

**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 recalling certain JLR models?

*Answer*

If the seat is incorrectly secured, in the event of a crash or sudden braking there is an increased risk of injury to first and second row seat occupants.

**Question 3**

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

*Answer*

If the seat is incorrectly secured, in the event of a crash or sudden braking where the second row seat center position is occupied and the outboard seat occupant is not using the body mounted seatbelt (such as where a child seat is installed using LATCH/ISOFIX), the seat will move forward and upwards. This increases the risk of injury to first and second row seat occupants.

**Question 4**

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

*Answer*

There is an Instrument Panel Cluster warning which warns when the second row seat is incorrectly latched. This is a red warning. The online owner guide text advises the driver of the risk related to an uncorrected latch seat.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

JLR determined that this issue represented an unreasonable risk to safety.

**Question 6**

Has JLR received many complaints?

*Answer*

JLR is not aware of any field reports for this concern.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reports of accidents, injuries or fires relating to this concern of which JLR is aware.

**Question 8**

How was the condition discovered?

*Answer*

JLR were made aware of this issue through engineering testing.

**Question 9**

How long has JLR known about this problem?

*Answer*

JLR opened an investigation in connection to this matter in September 2022.

**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? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall 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*

This is an issue related to the component supplier. Changes to the manufacture of the related part have been completed with associated quality controls improved.

**Question 12**

What will retailers/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to an approved JLR retailer/authorized repairer. The rear seat base latch will be inspected. Where the inspection reveals a not OK condition, the second row left seat frame and associated components will be replaced. Where the inspection reveals an OK condition, no further action is required.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Certain 2022 and 2023 model year Range Rover vehicles: SALKABFU3NA000581to SALK1BE77PA015695 (specific vehicles within the Vehicle Identification Number (VIN) ranges.

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No, there are no other model affected.

**Question 15**

Are parts available to rework vehicles?

*Answer*

Parts are available to conduct this repair.

**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*

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at Land Rover or Jaguar Brand web site <https://www.landroverusa.com/ownership/vin-recall.html> Other countries, customers can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>.

**Question 18**

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

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 3 hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

**Question 19**

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

*Answer*

Customers are requested to pay attention to warning lamps displayed on the instrument cluster and to make sure that these warnings are complied with. In this case, where a seat fails to latch a RED warning is displayed. Owners are advised to refer to the online owner guide for related information.

Customers are advised to contact a Land Rover 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.