



# SAFETY RELATED RECALL

Global Recall Action  
Number: N789v2

Changes are highlighted in blue

<b>Subject:</b>  <b>Second Row Seat Armrest Stowage Compartment Latch</b>	Publication No.: N789v2
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 10 December 2024

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC. All National Sales Companies (NSCs), importers, retailers and authorized repairers in Korea
<b>For the Attention of:</b>	The approved JLR retailer / authorized repairer.
<b>Important:</b>	South Korea is now affected by this Recall.  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 model year to 2023 model year Range Rover and Range Rover Sport vehicles where the second row seat armrest stowage compartment latch may fail. In the event the latch fails, the second row seat armrest stowage compartment lid will not remain latched. This represents a failure to comply with the regulated performance requirements in the countries listed above.

In the event of a crash and a latch failure, objects in the second row seat armrest stowage compartment may not remain as required increasing the risk of occupant injury.

### 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 JLR 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, 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.

JLR 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-324

Transport Canada (TC) reference number: 2023-269

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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 model year to 2023

model year Range Rover and Range Rover Sport 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 JLR 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 JLR 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 JLR retailer / authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR 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. JLR retailers / authorized repairers who 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 - N789V2

## Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty
Locking arm	LR181687	1

## SROs

Description	SRO	Time
Second row seat armrest stowage compartment lid - Install new locking arm	99.02.01.92	0.1
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 N789 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
N789	A	Second row seat armrest stowage compartment lid - Install new locking arm	99.02.01.92	0.1	LR181687	1
N789	B	Second row seat armrest stowage compartment lid - Install new locking arm Drive in/drive out	99.02.01.92 02.02.02	0.1 0.2	LR181687	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 campaign.

## Customer Reimbursement and Related Damage Process

### NOTE:

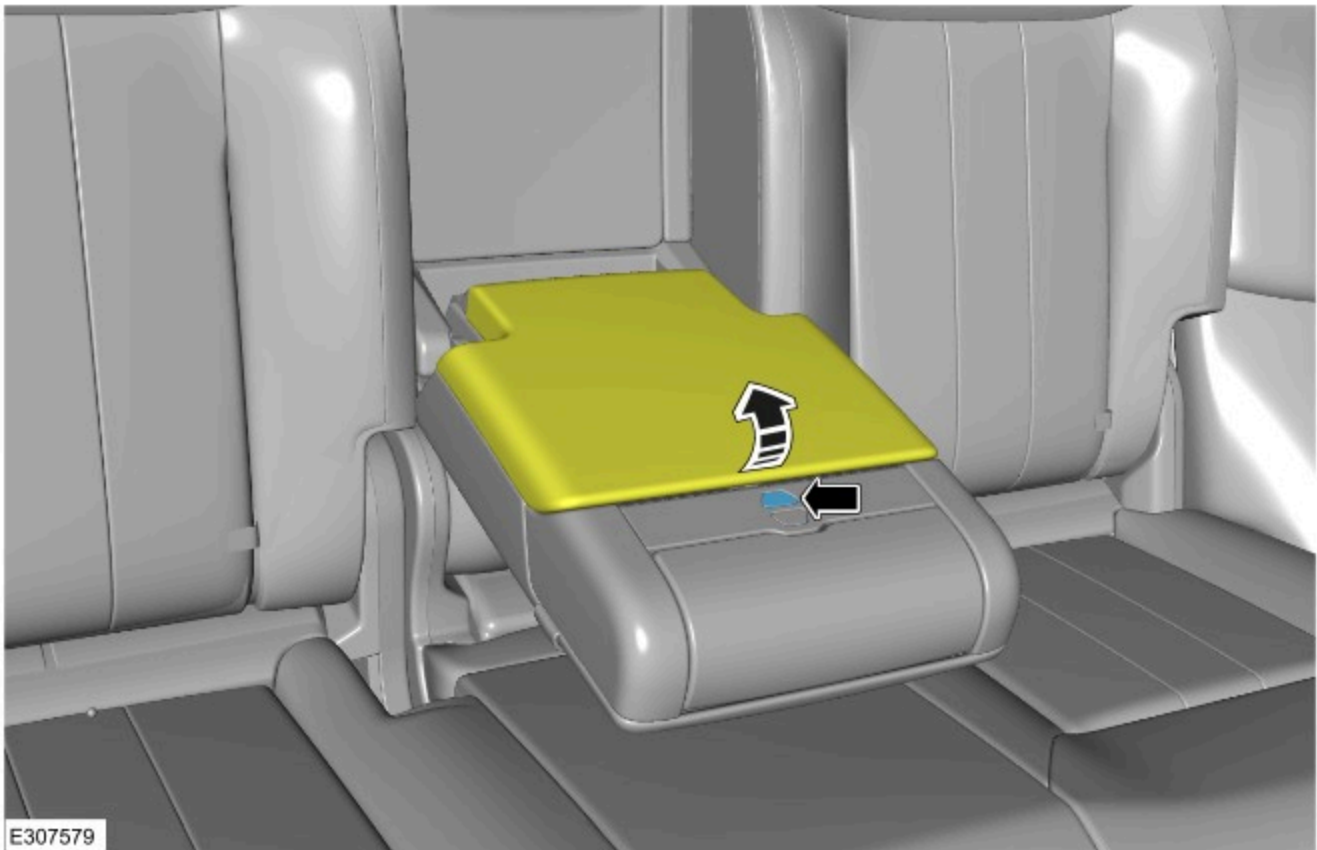
If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

# SERVICE INSTRUCTION

1. Lower the second row seat armrest.

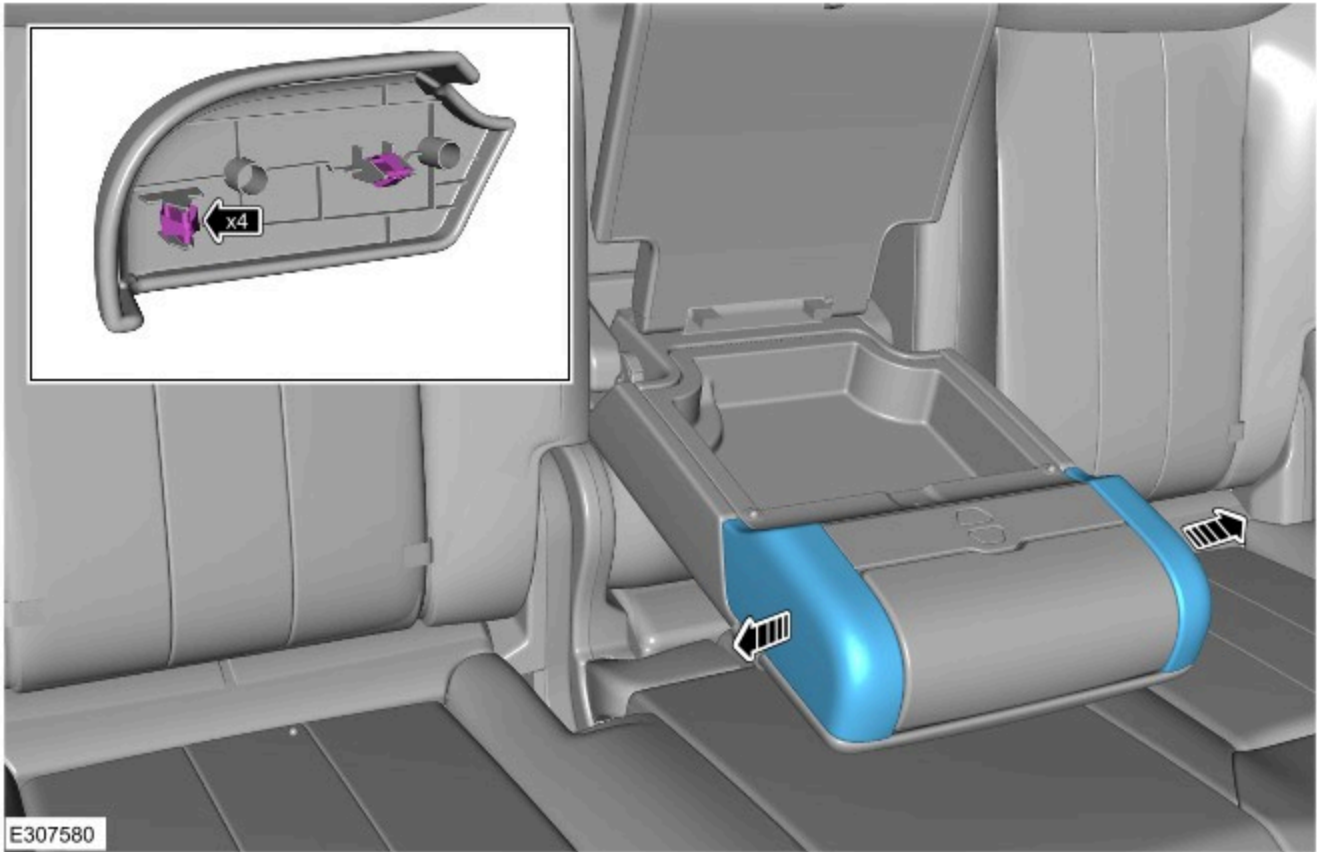


2. Release and raise the second row seat arm rest stowage compartment lid.



3. Remove both side trims.

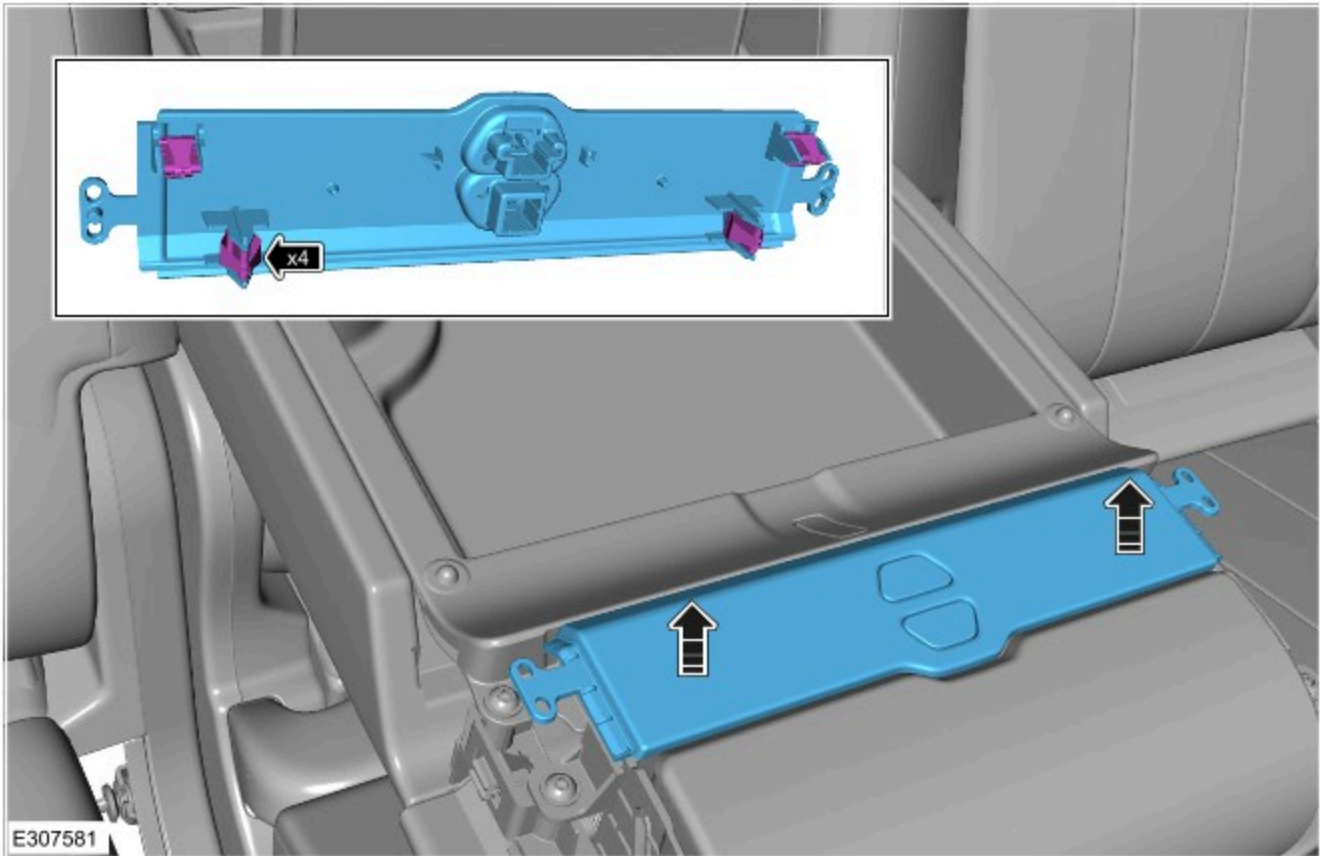
- Release the 4 clips.



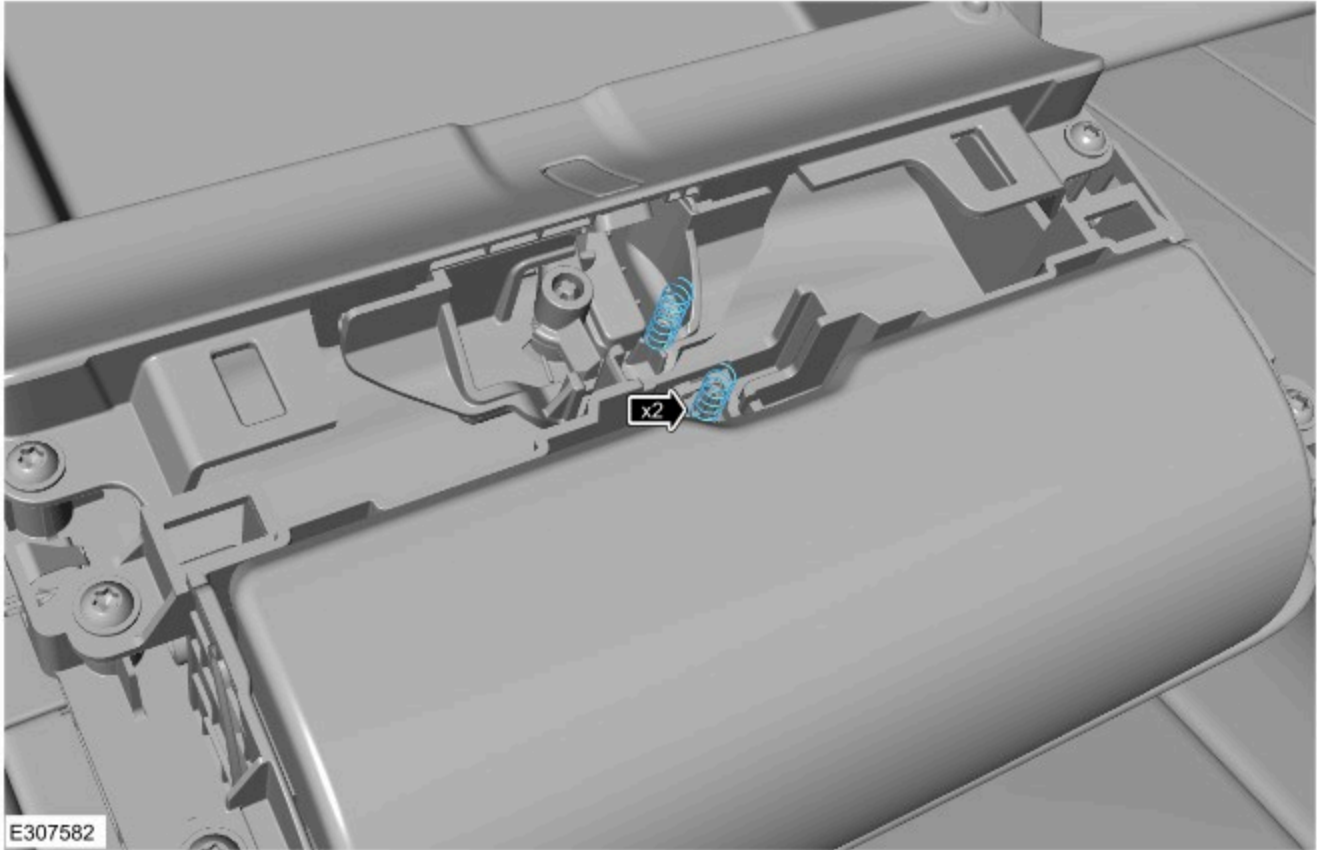
E307580

4. Remove the trim panel.

- Release the 4 clips.



5. Remove the 2 springs.

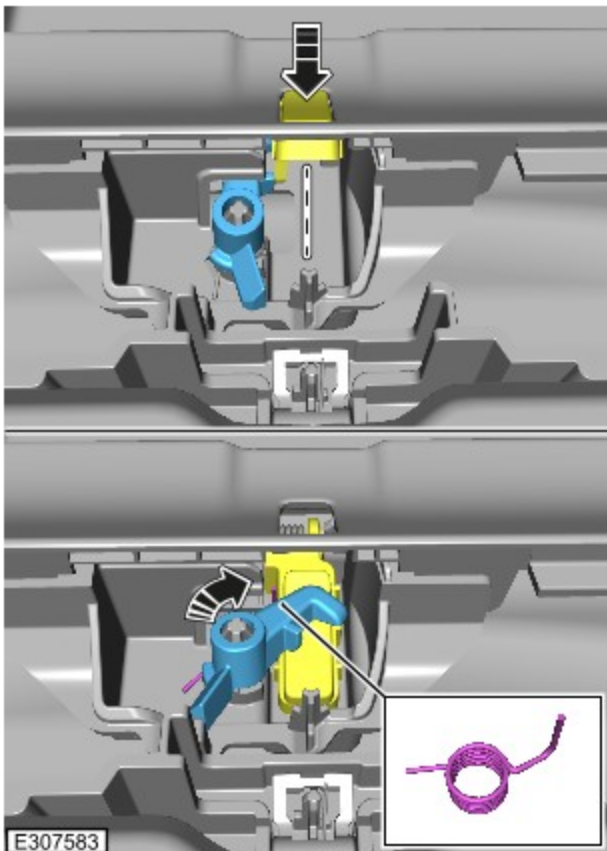


6.

**NOTE:**

Note the installed position of the spring.

Press down on the lever and hold in position while rotating the locking arm clockwise.

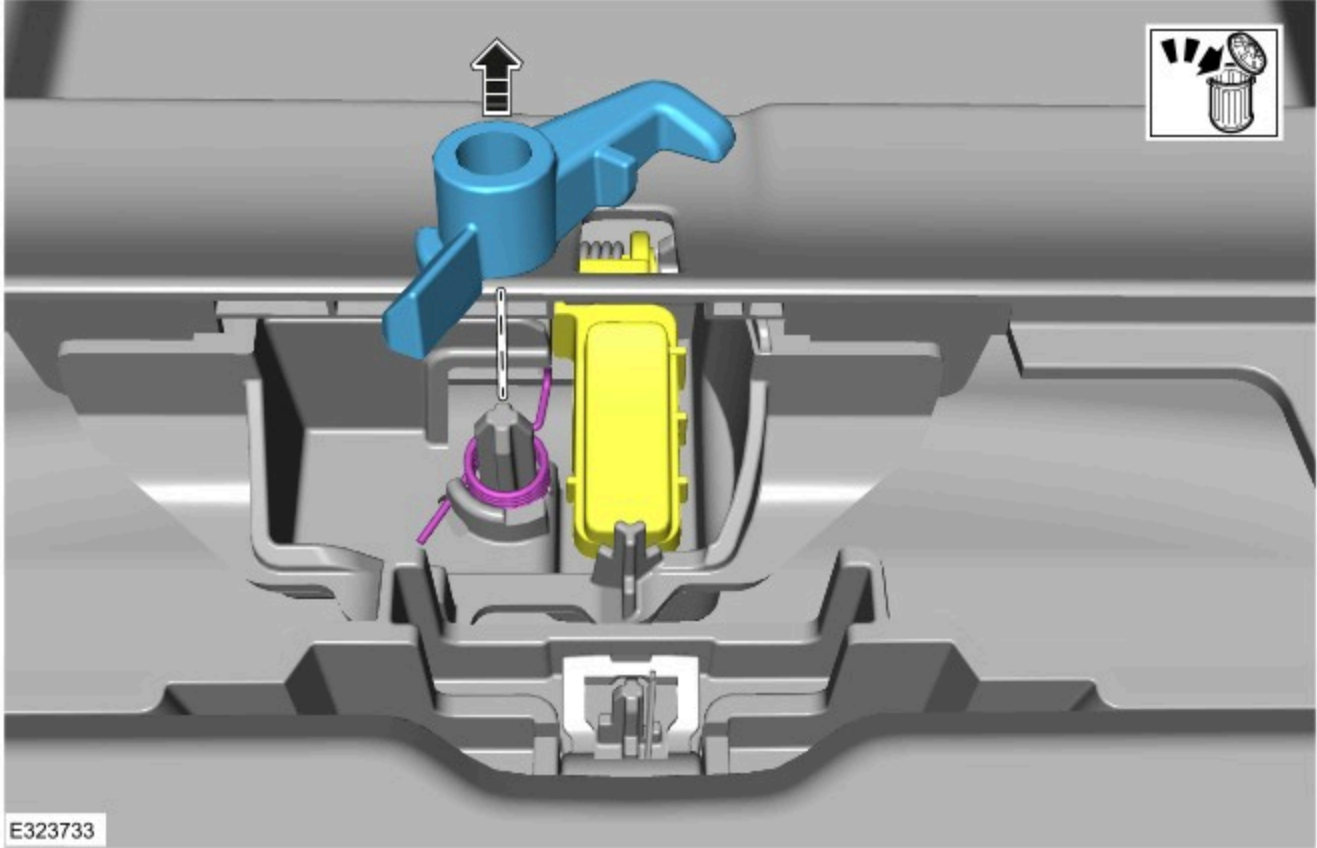


7.

**NOTE:**

Do not remove the spring.

Remove and discard the locking arm and release the lever.

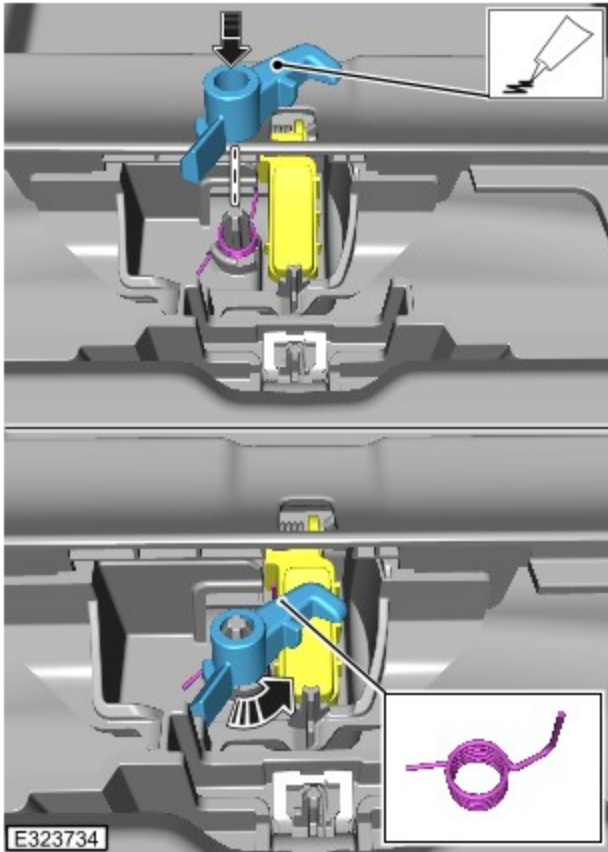


8.

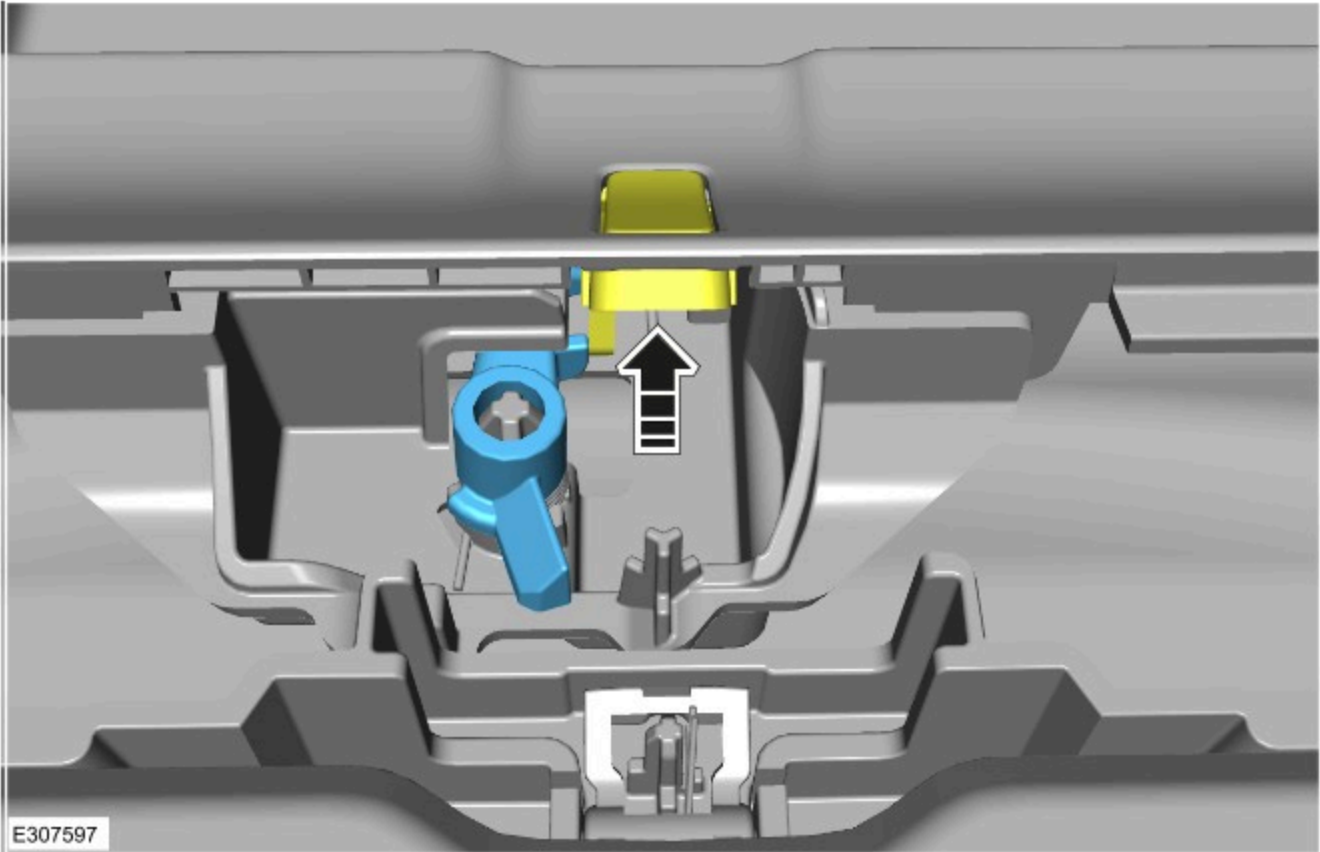
**NOTES:**

- Before installing the new locking arm, apply a small amount of the grease provided to the top of the locking arm.
- Make sure the spring is located correctly.

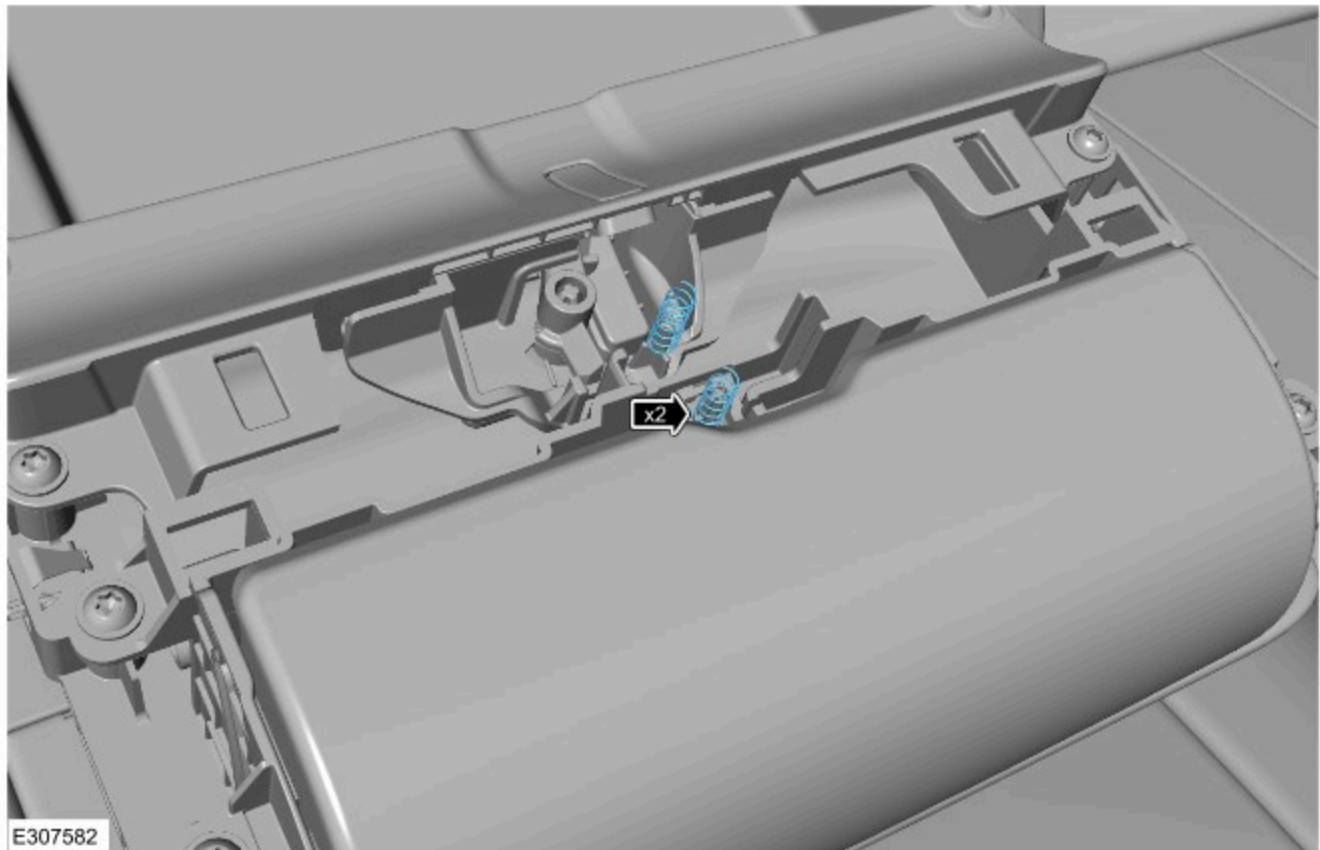
With the lever held down, install the new locking arm and rotate it counter-clockwise to its original position.



9. Release the lever.



10. Install the 2 springs.



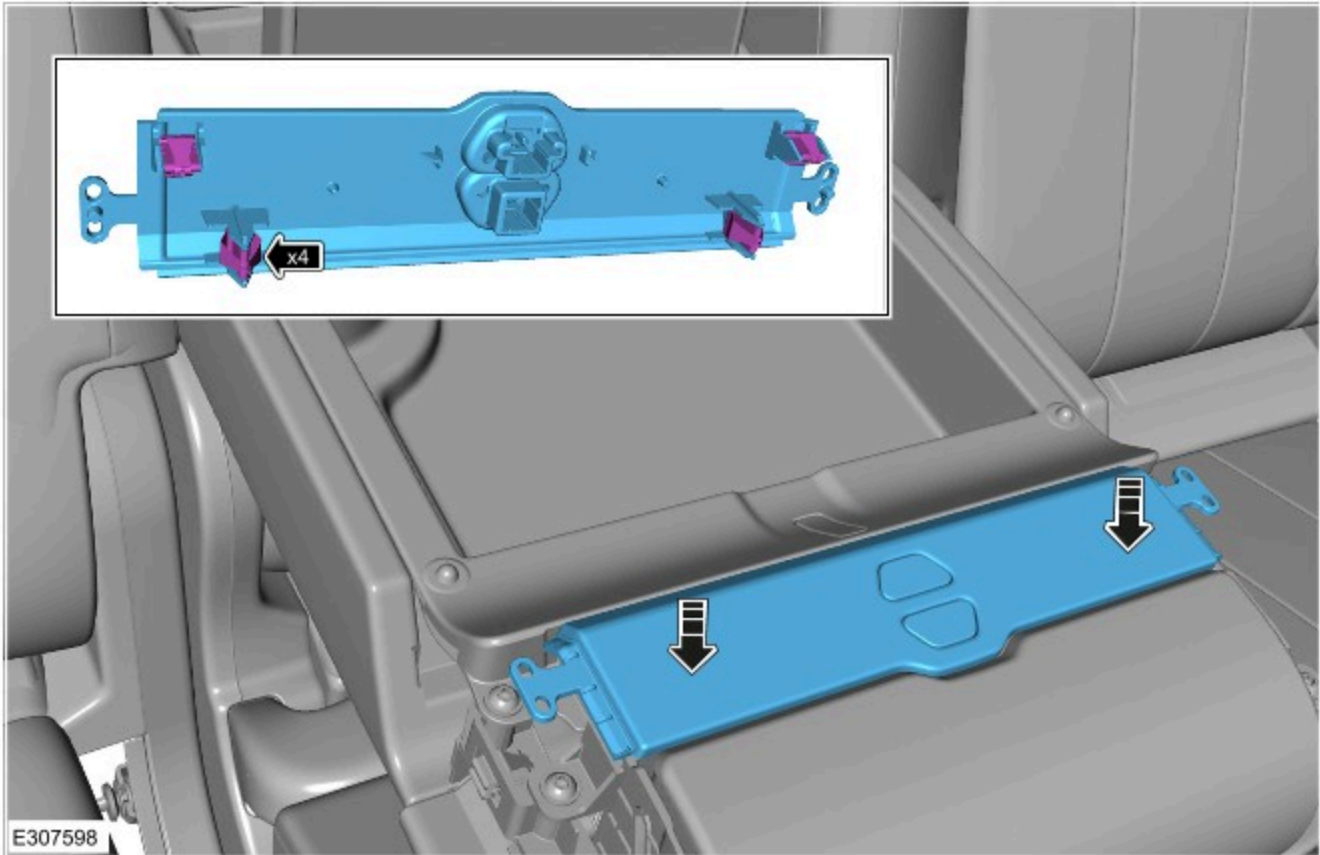
11.

**NOTE:**

Make sure the springs are located correctly inside the release buttons.

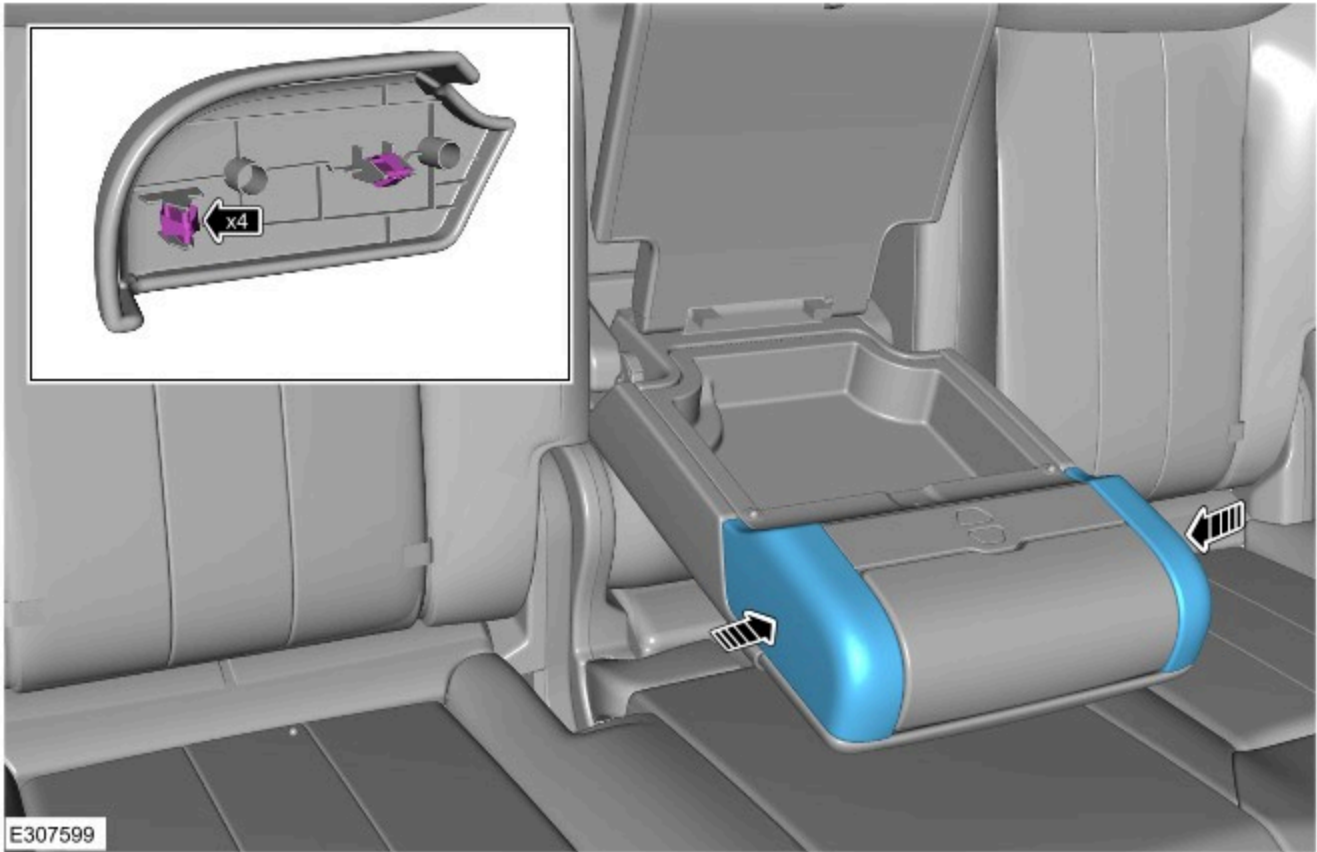
Install the trim panel.

- Secure the 4 clips.



12. Install both side trims.

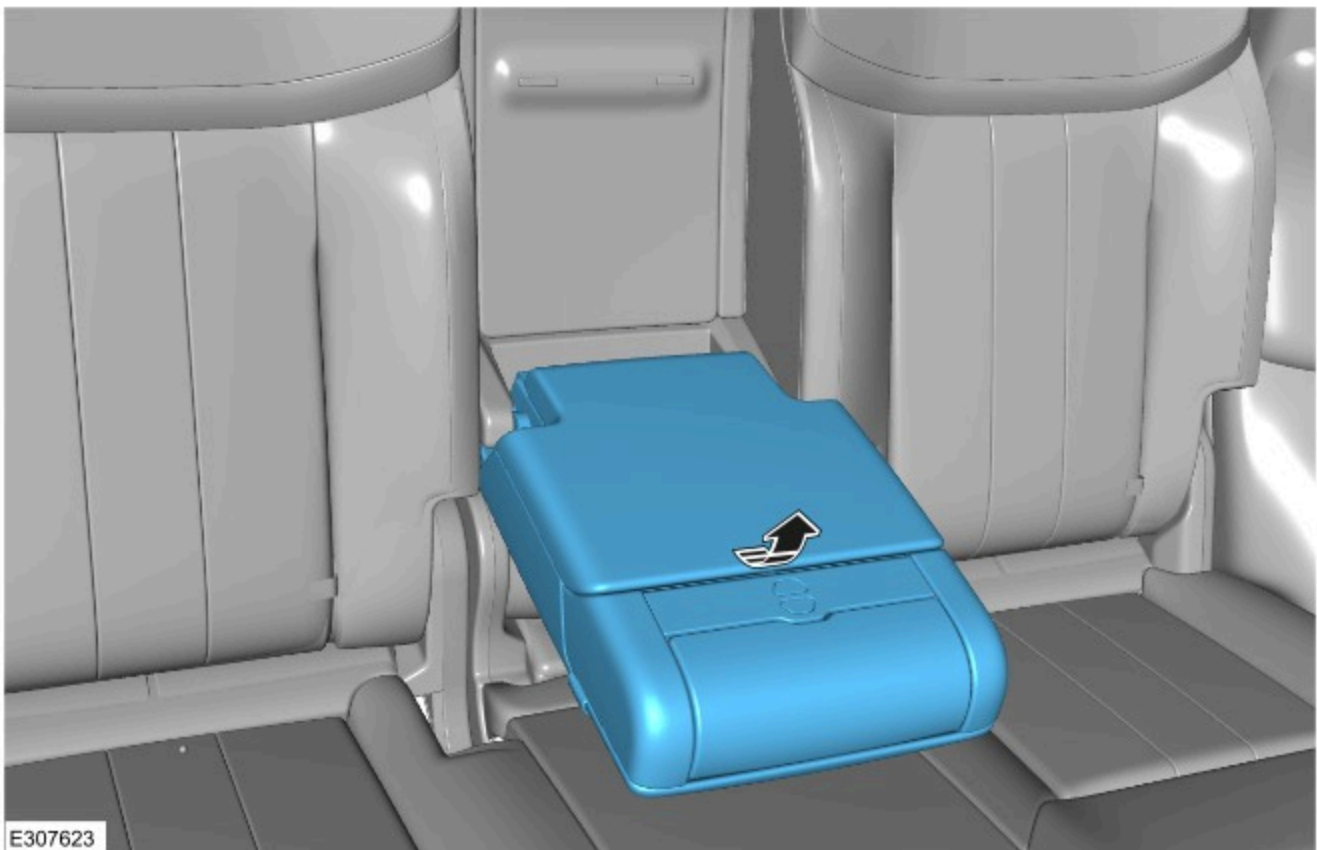
- Secure the 4 clips.



13. Close the second row seat arm rest stowage compartment lid.



14. Raise the second row seat armrest into the stowed position.



## **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: N789

Date: month/year

### **SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Second Row Seat Armrest Stowage Compartment Latch**

Dear

JLR 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 2022 model year to 2023 model year Range Rover and Range Rover Sport vehicles. Read the information below, explaining the actions that we intend to take and what you must do.

#### **Why are we contacting you?**

We have found that the second row seat armrest stowage compartment latch may fail. In the event the latch fails, any items stowed in the compartment may be ejected in the event of an accident which could cause an increased risk of injury to occupants of the vehicle.

#### **What will your JLR retailer / authorized repairer do?**

At your visit, your preferred JLR retailer / authorized repairer will replace the latch on the second row stowage compartment.

#### **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 JLR 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**

Contact your preferred JLR retailer / authorized repairer without delay. To book your vehicle in for this action, you will need to provide your JLR retailer / authorized repairer with the following details, which are 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 JLR retailer / authorized repairer, 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 complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

Until such time as the recall remedy is completed, care should be exercised when stowing items in the second row seat stowage compartment. If the lid does not latch, items should be stowed securely elsewhere in the vehicle.

#### **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 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.

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

Yours sincerely

Head of Business

# Technical Questions And Answers



FOR USE ON ENQUIRY

N789

**Certain 2022 Model Year to 2023 Model Year Range Rover and Range Rover Sport vehicles for second row seat armrest stowage compartment latch failure**

A concern has been identified on certain 2022 model year to 2023 model year Range Rover and Range Rover Sport vehicles where the second row seat armrest stowage compartment latch may fail preventing stowed items from remaining secure.

## **Question 1**

Why is JLR recalling certain JLR models?

*Answer*

JLR is recalling certain 2022 model year to 2023 model year Range Rover and Range Rover Sport vehicles due to concern with the second row seat armrest stowage compartment latch device. Items stowed in the compartment may be ejected in the event of an accident.

## **Question 2**

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

*Answer*

In the event the latch fails, the second row armrest lid will not remain latched. Any items stowed in the compartment may be ejected in the event of an accident which could cause an injury to occupants of the vehicle.

## **Question 3**

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

*Answer*

The stowage compartment lid will not latch and the lid will be free to partially open and close as the vehicle goes over bumps for instance. Vehicle occupants may notice a rattle type noise and the unlatch lid vibrates.

## **Question 4**

Does this concern affect vehicle safety?

*Answer*

JLR determined that this issue represents a failure to comply with FMVSS/CMVSS 201. In the event of a crash where the latch has failed, objects in the stowage compartment may not remain secure increasing the risk of occupant injury.

## **Question 5**

Has JLR received many complaints?

*Answer*

JLR is aware of 29 reports from US JLR retailers / authorized repairers for this concern.

## **Question 6**

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 7**

How was the condition discovered?

*Answer*

JLR were made aware of this issue through warranty claims.

## **Question 8**

How long has JLR known about this problem?

*Answer*

JLR received the first warranty claims from US in October 2022.

### **Question 9**

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 10**

What has JLR done in production?

#### *Answer*

JLR introduced a redesigned second row seat armrest stowage compartment latch in production in November 2022.

### **Question 11**

What will JLR retailers / authorized repairers do to the vehicles?

#### *Answer*

Owners will be notified and instructed to take their vehicle to an approved JLR repairer / authorized repairer. The locking arm of the second row armrest stowage compartment latch will be replaced with a component of a revised design and material specification. There will be no charge to the owners for this repair.

### **Question 12**

Which vehicles are affected by this recall?

#### *Answer*

Certain 2022 model year to 2023 model year Range Rover and Range Rover Sport vehicles:

Range Rover SALKP9E77NA001400 to SALKP9E76PA034956

Range Rover Sport SAL1L9FU6PA100675 to SAL1P9EU0PA110673

(Specific vehicles within Vehicle Identification Number (VIN) range)

### **Question 13**

Are other JLR models affected by these actions?

#### *Answer*

No, there are no other JLR models affected.

### **Question 14**

Are parts available to rework vehicles?

#### *Answer*

Parts are available to conduct this repair.

### **Question 15**

How much will the recall cost JLR?

#### *Answer*

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

### **Question 16**

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 approved.

Customers in the US and Brazil can check if their vehicle is eligible for a safety recall on the Land Rover Brand web site <https://www.landroverusa.com/ownership/vin-recall.html>. Other countries, customers can also use the Recall Search at <https://TOPIx.jlrext.com/TOPIx/vehicle/lookupForm>.

### **Question 17**

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

#### *Answer*

The work will be approved as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

**Question 18**

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

**Answer**

Until such time as the recall remedy is completed, the second row stowage compartment should not be used, and any items needing to be stowed should be stowed securely elsewhere in the vehicle.

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

**Note:**

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44 (0) 2475-361000 or [jlrmedia@jaguarlandrover.com](mailto:jlrmedia@jaguarlandrover.com)