



SAFETY RELATED RECALL

Global Recall Action
Number: N789

Subject: Second Row Seat Armrest Stowage Compartment Latch	Publication No.: N789
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 25 July 2023

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	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 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 FMVSS 201 and CMVSS 201.

In the event of a crash and a latch failure, objects in the second row seat armrest stowage compartment may not remain secured 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 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-324

Transport Canada (TC) reference number: 2023-269

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 and 2023 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 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 - N789

Parts Information

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

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.



4. Remove the trim panel.

- Release the 4 clips.



5. Remove the 2 springs.

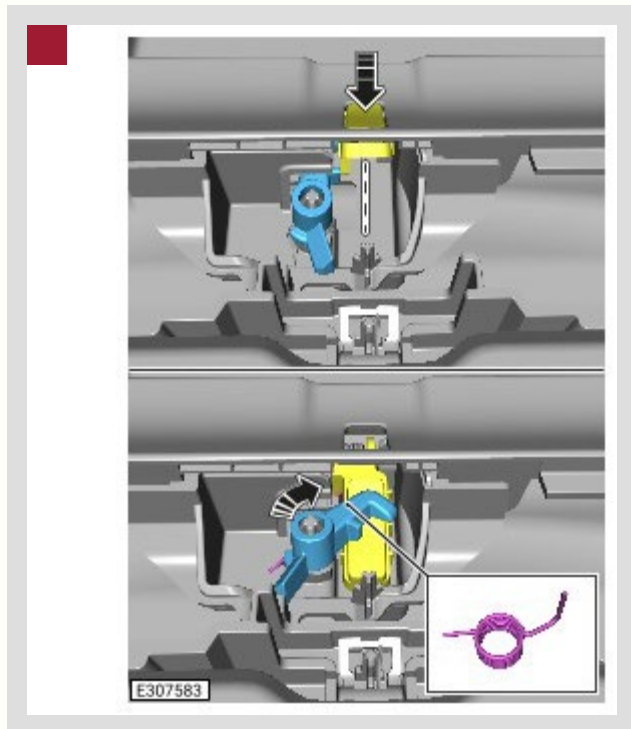


6.

NOTE:

Note the installed position of the spring.

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

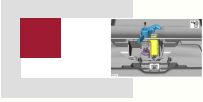


7.

NOTE:

Do not remove the spring.

Remove and discard the locking arm and release the lever.

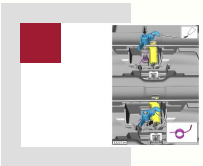


8.

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.

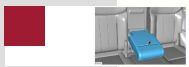




13. Close the second row seat arm rest stowage compartment lid.



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

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 2022 and 2023 model year Range Rover and Range Rover Sport vehicles. 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?

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 Land Rover retailer/authorized repairer do?

We 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 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 or 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.

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 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

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover N789

Certain 2022 and 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 and 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 Jaguar Land Rover (JLR) recalling certain JLR models?

Answer

JLR is recalling certain 2022 and 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 retailers 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 authorized Repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an approved JLR 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 and 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 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, Brazil and Australia can check if their vehicle is eligible for a safety recall on the 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 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 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 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 Media office on +44 (0) 2475-361000 or jlrmmedia@jaguarlandrover.com