



# SAFETY RELATED RECALL

Global Recall Action  
Number: N871

Changes are highlighted in blue

|                                       |                              |
|---------------------------------------|------------------------------|
| <b>Right Side Lower A-Pillar Bolt</b> | Publication No.: N871        |
|                                       | Model: Discovery Sport (LC)  |
|                                       | Model Year: 2024             |
|                                       | Date of Issue: 12 March 2024 |

|                              |  |
|------------------------------|--|
| <b>To:</b>                   | All National Sales Companies (NSCs), importers, retailers and authorized repairers.  |
| <b>For the Attention of:</b> | The approved JLR retailer/authorized repairer.   |
| <b>Important:</b>            | <p>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.</p> <p>This bulletin supersedes Update Prior to Sale notice Update Prior to Sale (UPS)UPS1024-2 with immediate effect. The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p> |

## 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 where the right side lower A-pillar bolt may not have been fastened to the correct torque on some body shells. For 7 seat and Plug-in Hybrid Electric Vehicle (PHEV) specification vehicles it is possible that the body structure may not perform as intended in certain crash modes.

In the event of a crash the performance of the body structure may be impaired, increasing the risk of injury to occupants of the vehicle.

### 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, 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:24V-163

Transport Canada (TC) reference number:2024-139

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 2024 model year Discovery 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 \$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 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 - N871

## SROs

| Description  | SRO      | Time |
|--|----------|------|
| Torque lower A-pillar bolt - Left hand drive vehicles  | 05.10.60 | 0.6  |
| Torque lower A-pillar bolt - Right hand drive vehicles | 05.10.70 | 0.7  |
| 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 N871 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       |
|--------------|--------|--|----------------------|------------|
| N871         | A      | Torque lower A-pillar bolt - Left hand drive vehicles                        | 05.10.60             | 0.6        |
| N871         | B      | Torque lower A-pillar bolt - Left hand drive vehicles<br>Drive in/drive out  | 05.10.60<br>02.02.02 | 0.6<br>0.2 |
| N871         | C      | Torque lower A-pillar bolt - Right hand drive vehicles                       | 05.10.70             | 0.7        |
| N871         | D      | Torque lower A-pillar bolt - Right hand drive vehicles<br>Drive in/drive out | 05.10.70<br>02.02.02 | 0.7<br>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 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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# SERVICE INSTRUCTION A - LEFT HAND DRIVE VEHICLES

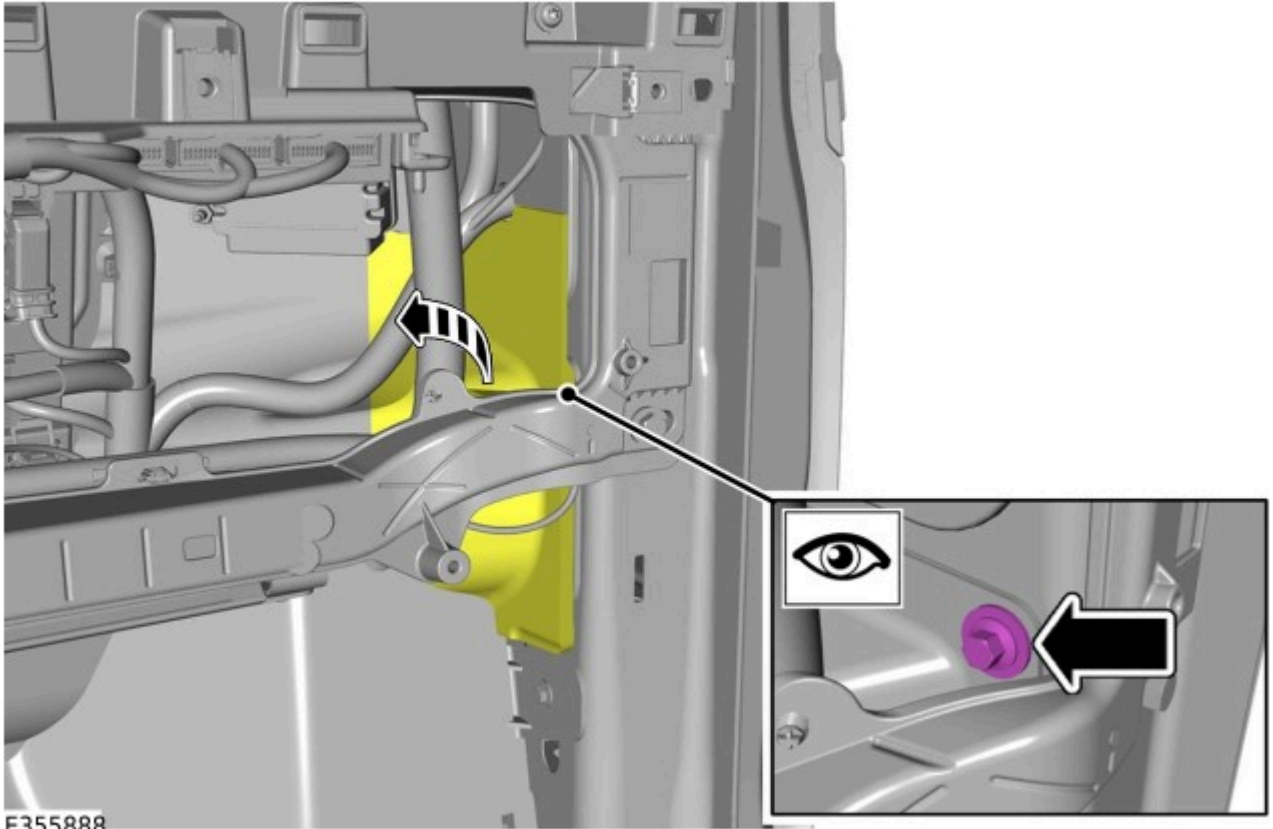
### NOTE:

This procedure contains instructions for left hand drive vehicles, for right hand drive vehicles see Service Instruction B.

1. Remove the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

2. Remove the glovebox (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Glovebox).

3. Reposition the **Noise, Vibration and Harshness (NVH)** material to access the lower A-pillar bolt.



E355888

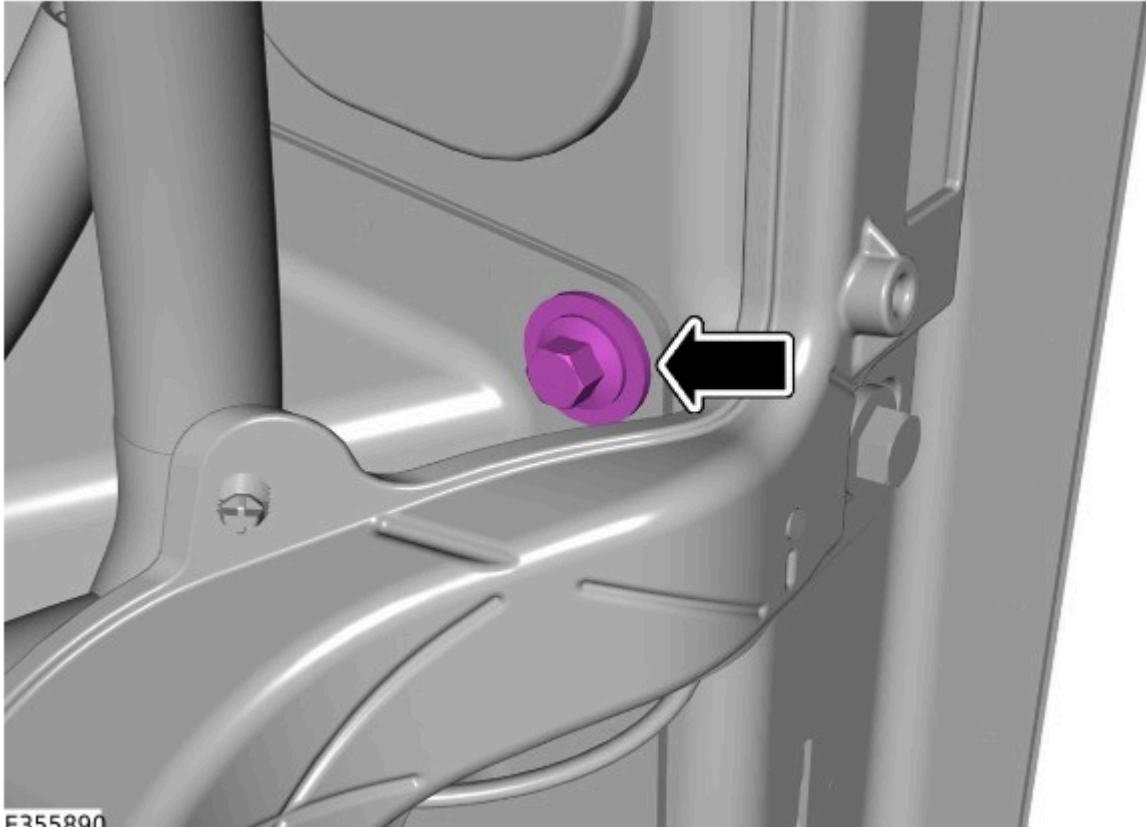
4.

**NOTE:**

To tighten the lower A-pillar bolt a 1/4 drive socket, 1/4 drive extension, 1/4 drive to 3/8 drive adapter and 3/8 drive torque wrench is required.

Tighten the lower A-Pillar bolt.

- Torque: **24 Nm**



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5. Reposition the [NVH](#) material to the correct location.

6. Install the glovebox (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Glovebox).

7. Install the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

## SERVICE INSTRUCTION B - RIGHT HAND DRIVE VEHICLES

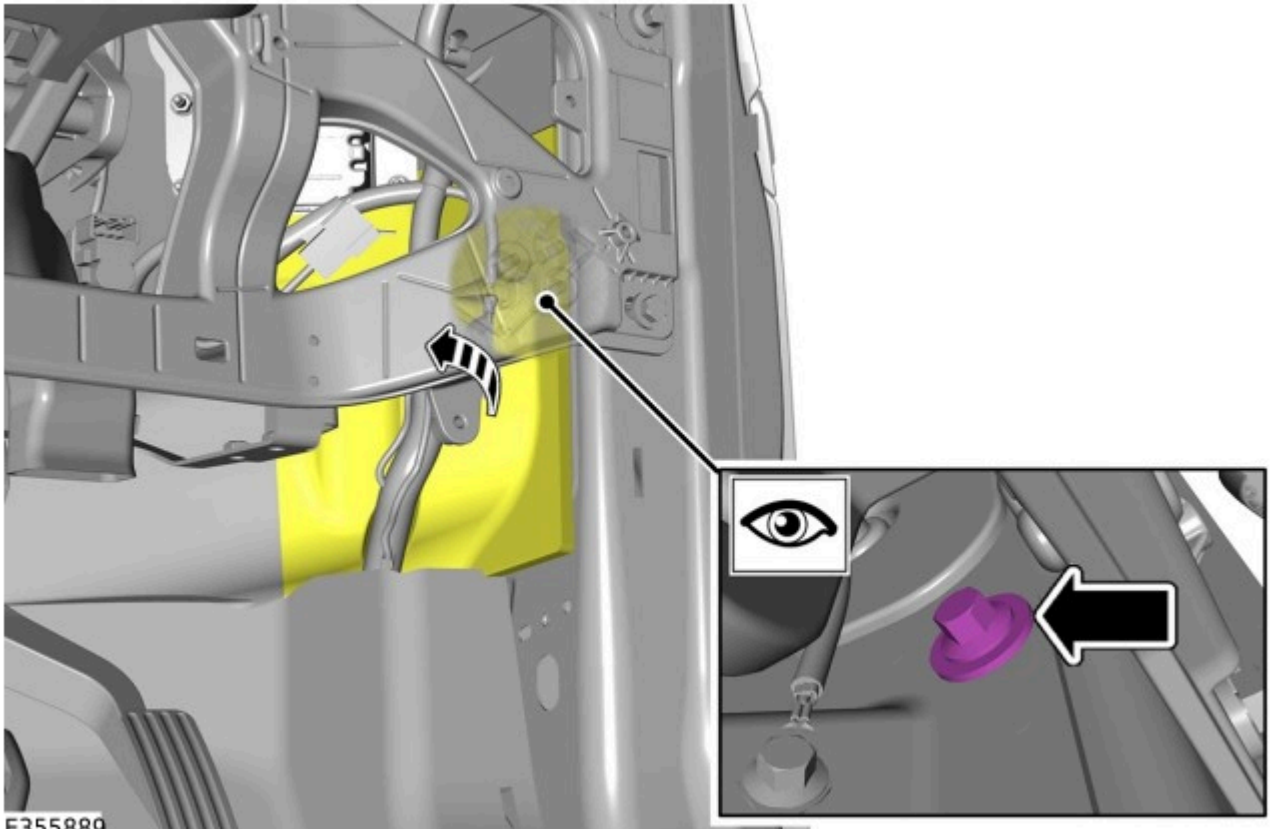
**NOTE:**

This procedure contains instructions right hand drive vehicles, for left hand drive vehicles see Service Instruction A.

1. Remove the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

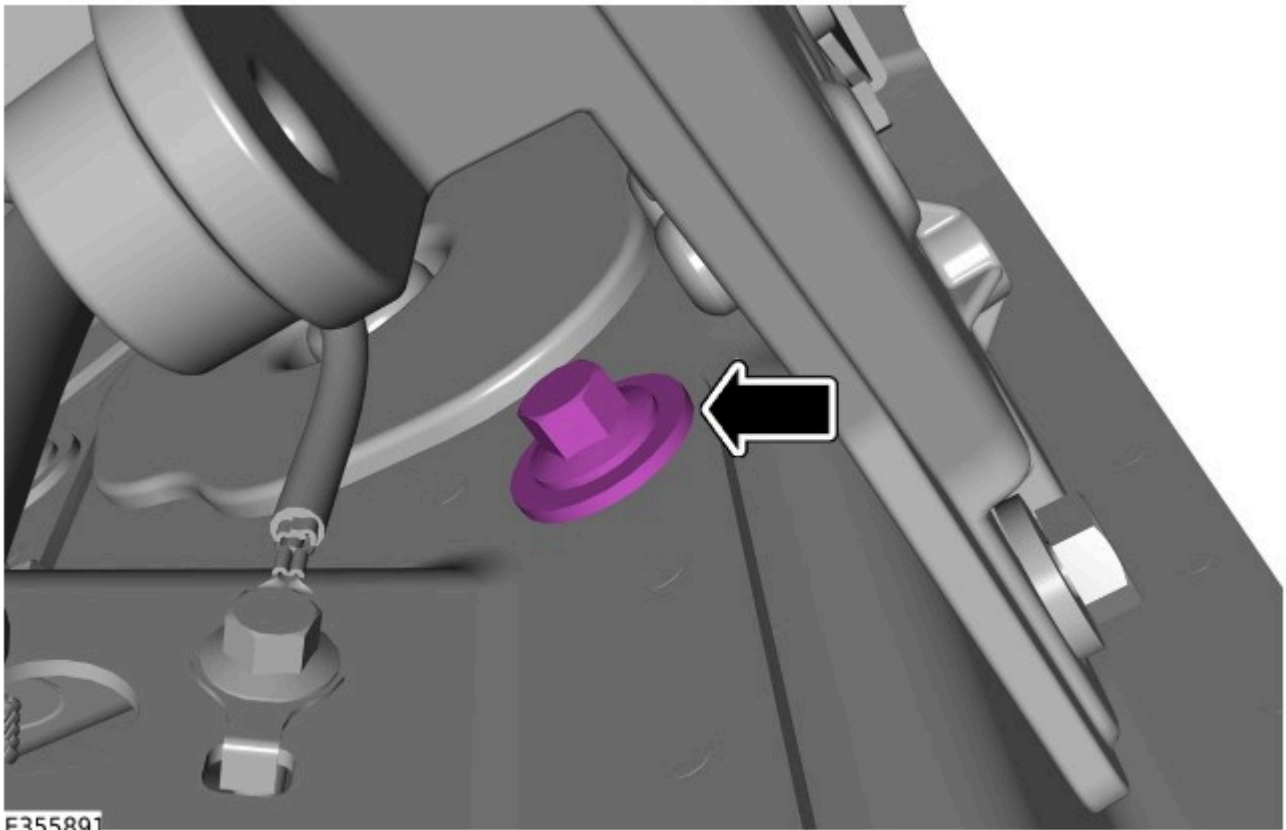
2. Remove the instrument panel lower trim (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Instrument Panel Lower Trim).

3. Reposition the [NVH](#) material to access the lower A-pillar bolt.



4. Tighten the lower A-pillar bolt.

- Torque: **24 Nm**



5. Reposition the [NVH](#) material to the correct location.

6. Install the instrument panel lower trim (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Instrument Panel Lower Trim).

7. Install the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

## **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: N871

Date: month/year

### **SAFETY RELATED RECALL - Discovery Sport - Right Side Lower A-Pillar Bolt**

Dear

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 JLR vehicles within a specific production range. 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 where the right side lower A-pillar bolt may not have been fastened to the correct torque on some body shells. For 7 seat and Plug-in Hybrid Electric Vehicle (PHEV) specification vehicles it is possible that the body structure may not perform as intended in certain crash modes.

In the event of a crash the performance of the body structure may be impaired, increasing the 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 have the right side lower A-pillar bolt fixing checked and, if necessary, secured.

#### **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 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 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 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.

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>JLR Recall N871</b>  |   |
| <b>Discovery Sport 7 Seat and Plug-in Hybrid Electric Vehicle (PHEV)<br/>Right Side Lower A-Pillar Bolt Not Fastened Correctly.</b> |   |

A concern has been identified where the right side lower A-pillar bolt may not have been fastened to the correct torque on some body shells. For 7 seat and PHEV specification vehicles it is possible that the body structure may not perform as intended in certain crash modes.

**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 JLR Corporate Affairs office.

**Question 2**

Why is JLR recalling certain models?

*Answer*

JLR is conducting a safety recall involving certain 2024 model year Discovery Sport 7 seat and PHEV specification vehicles. It has been identified that on these heavier vehicles in certain crash modes the body structure may not perform as expected, thereby increasing the risk of occupant injury in the event of a crash.

**Question 3**

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

*Answer*

In the vehicle assembly plant, a manufacturing process change was incorrectly completed leading to the error state for which vehicles are being recalled.

**Question 4**

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

*Answer*

This is not apparent to a customer during normal vehicle use.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes.

**Question 6**

Has JLR received many complaints?

*Answer*

JLR has not received any complaints related to this concern.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reported accidents, injuries or fires as a result of this concern.

**Question 8**

How was the condition discovered?

*Answer*

The defect was identified through analysis of vehicle build records.

**Question 9**

How long has JLR known about this concern?

*Answer*

The vehicle assembly plant discovered this concern on 06 February 2024.

**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*

An automated stop has been manufactured into the production process so that if the bolt is not properly fastened, the body shell will not move on to the next assembly station.

**Question 12**

What will JLR retailer/authorized repairer do to the vehicles?

*Answer*

Vehicles will have the right side lower A-pillar bolt fixing checked and, if necessary, secured.

There will be no charge to the owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2024 model year Discovery Sport vehicles as below may be affected:

SALCA2BT0RH341404 to SALCA2AT5RH345546\*

\* Specific vehicles within the Vehicle Identification Number (VIN) range

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No other models are known to be affected by this concern.

**Question 15**

Are parts available to rework vehicles?

*Answer*

No additional parts are required for 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.

**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 54 minutes to complete. Naturally, due to JLR retailer/authorized repairer 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 advised to contact a JLR retailer/authorized repairer should they have any concerns with the safety or operation of their vehicle.

*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)