



Changes are highlighted in blue

<b>Subject:</b>  <b>Second Row Center Seat Belt Buckle</b>	Publication No.: N989v2
	Model: Range Rover (LK)
	Model Year: 2025
	Model: Range Rover Sport (L1)
	Model Year: 2025
	Date of Issue: 14 March 2025

<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><b>This bulletin supersedes Update Prior to Sale notice <a href="#">Update Prior to Sale (UPS)1525-1</a> with immediate effect for all markets.</b></p>

**Version 2 of this safety recall bulletin has been launched now for ALL markets.**

**NOTE: Parts are restricted and can only be ordered using an affected [Vehicle Identification Number \(VIN\)](#).**

**FOR THE ATTENTION OF ALL:**

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

A concern has been identified where, on certain 2025 model year Range Rover and Range Rover Sport vehicles, the non-illuminated second row center seat belt buckle may be manufactured away from specification. One of the jigs used at the buckle supplier did not secure the buckle's internal cable in the correct location during a riveting process. The incorrectly located internal cable can provide an obstruction to the seat belt tongue and prevent correct latching. The seat belt tongue may appear installed when correct latching has not occurred.

Seat belt buckles made away from specification do not meet the required performance to comply with specific safety regulations. In the event of a crash, an insecurely latched seat belt buckle could increase the risk of personal 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 must 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: 25V-155

Transport Canada (TC) reference number: 2025-125

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.



**The following applies to:**  
[NORTH AMERICA]

## REGULATORY INFORMATION



**The following applies to:**  
[NORTH AMERICA]

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 2025 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 \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 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.



**The following applies to:**  
[NORTH AMERICA]

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 - N989V2

## Parts Information

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

Description	Part Number	Qty
Bolt	LR153368	1
Center buckle - Range Rover	LR160993	1
Center buckle - Range Rover Sport	LR168894	1

## SROs

Description	SRO	Time
Second row center seat belt buckle - Renew	76.73.38	0.3
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 must be submitted quoting program code N989 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
N989	A	Second row center seat belt buckle - Renew - Range Rover	76.73.38	0.3	LR153368	1
					LR160993	1
N989	B	Second row center seat belt buckle - Renew - Range Rover	76.73.38	0.3	LR153368	1
		Drive in / drive out	02.02.02	0.2	LR160993	1
N989	C	Second row center seat belt buckle - Renew - Range Rover Sport	76.73.38	0.3	LR153368	1
					LR168894	1
N989	D	Second row center seat belt buckle - Renew - Range Rover Sport	76.73.38	0.3	LR153368	1
		Drive in / drive out	02.02.02	0.2	LR168894	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 must 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. Renew the second row center seat belt buckle (see TOPIx Workshop Manual section 501-20: Seat belt Systems - Removal and Installation - Second Row Center Seat belt Buckle).

## **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: N989

Date: month/year

### **SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Second Row Center Seat Belt Buckle**

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 2025 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?**

A concern has been identified where, on certain 2025 model year Range Rover and Range Rover Sport vehicles, the non-illuminated second row center seat belt buckle may be manufactured away from specification. One of the jigs used at the buckle supplier did not install the buckle's internal cable in the correct location during a riveting process. The incorrectly located internal cable can provide an obstruction to the seat belt tongue and prevent correct latching. The tongue may appear installed when correct latching has not occurred.

Seat belt buckles made away from specification do not meet the required performance to comply with specific safety regulations. In the event of a crash, an insecurely latched seat belt buckle could increase the risk of personal injury.

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

At your visit, your preferred JLR retailer / authorized repairer will have the second row center seat belt buckle and buckle retaining bolt replaced.

#### **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 Number 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.

#### **If you have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR Customer Experience Center 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

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>JLR Recall N989</b>	
<b>Range Rover and Range Rover Sport Second Row Center Seat Belt Buckle Cable Misaligned</b>	

A concern has been identified where, on certain 2025 model year Range Rover and Range Rover Sport vehicles the non-illuminated second row center seat belt buckle may be manufactured away from specification. Away from specification seat belt buckles can provide an obstruction to the seat belt tongue and prevent correct latching.

**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 voluntary safety recall involving certain 2025 model year Range Rover and Range Rover Sport vehicles with non-illuminated second row center seat belt buckles. Customers will be asked to take their vehicles to an approved repairer to have the seat belt buckle replaced.

**Question 3**

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

**Answer**

A riveting jig used during the seat belt buckle assembly process did not contain a pin designed to properly install the internal cable in the correct location during a riveting process. Affected seat belt buckle assemblies have a cable which could be misaligned within the mechanism. This can provide an obstruction to the tongue when inserted into the seat belt buckle. Seat belts can appear to be latched correctly with the visual indications on the instrument cluster showing green for the seating position, but the seat belt buckle has not latched. Seat belt buckles made away from specification do not meet the required performance to comply with specific safety regulations. In the event of a crash, an insecurely latched seat belt buckle could increase the risk of personal injury.

**Question 4**

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

**Answer**

An away from specification second row center seat belt buckle may appear latched but be unlatched with a little movement. When a latched seat belt unlatches with the vehicle ignition on, there is an audible chime warning as well as a visual display on the instrument cluster showing when seating position where the seat belt has unlatched.

**Question 5**

Does this concern affect vehicle safety?

**Answer**

Yes, an insecure seat belt buckle can increase the risk of personal injury in the event of a crash.

**Question 6**

Has JLR received many complaints?

**Answer**

JLR has not received any complaints related to this issue.

**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 supplier internal validation checks.

**Question 9**

How long has JLR known about this problem?

**Answer**

JLR has known about this issue since February 2025.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of the vehicle?

**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**

Production vehicles will have second row center seat belt buckles manufactured to design specification.

**Question 12**

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

**Answer**

Vehicles will have the second row center seat belt buckle and buckle retaining bolt replaced.

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

**Question 13**

Which vehicles are affected by this recall?

**Answer**

2025 model year Range Rover and Range Rover Sport vehicles as below may be affected:

Range Rover SALKPBFU4SA292557 to SALKP9FU9SA302458\*

Range Rover Sport SAL1P9EU3SA455320 to SAL1A2BW7SA470031\*

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

**Question 14**

Are other JLR models affected by these actions?

**Answer**

No other JLR models are known to be affected by this condition.

**Question 15**

Are parts available to rework vehicles?

**Answer**

Parts are available for JLR retailer / authorized repairer 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 be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the brand's web site.

Customers can 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 out 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 19**

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

**Answer**

Yes. Customers are advised to manually check that seat belts are fully latched and properly secured before starting their journey by inserting the seat belt tongue and then pulling the seat belt tongue as if to extract from the seat belt buckle.

**Note:**

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