



**SAMPLE OWNER LETTER**

**RE: Safety Recall P116 - Airbag Clockspring Connector**

**Vehicles Affected: LR2**

**Model Year: 2010 - 2011**

**Dear LR2 Owner,**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect, relating to motor vehicle safety, exists in certain 2010 - 2011 model year LR2 vehicles. Your vehicle is included in this Recall action.

**What is the concern?**

Land Rover has identified a concern whereby the component used to connect to the driver's airbag may not operate correctly. As a result, the airbag (SRS) warning light will be illuminated in these cases and in the event of a crash, the driver's frontal airbag may not deploy as intended or at all and therefore will not be able to properly protect the driver, increasing the risk of injury.

**What will Land Rover and your Land Rover Retailer do?**

Land Rover is carrying out a voluntary recall to fit a shim to the clockspring connector to restore the correct operation of the affected component. The work will be carried out free of charge.

**What should you do?**

Please contact your Retailer at your earliest convenience to schedule an appointment to have Recall P116 completed on your vehicle.

**How long will it take?**

The repair process should take no longer than 30 minutes, although your vehicle may be required for a longer time due to service scheduling requirements.

**Attention Leasing Agencies:**

**Federal regulations require that you forward this recall notification to the lessee within TEN days.**

**Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner (if known). please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

Should you have any questions regarding this Recall or need assistance in locating your nearest authorized Land Rover Retailer, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**.

You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' tab.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America LLC  
ATTN: Customer Relationship Center  
555 MacArthur Blvd  
Mahwah, NJ 07430 - 2327

**CSC-10037270-4962**

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to the National Highway Traffic Safety Administration at:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

You may also call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to [www.safercar.gov](http://www.safercar.gov) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We ask that you please treat this matter with the urgency it requires. Land Rover regrets any inconvenience this Recall may cause and thanks you for your co-operation.

Sincerely



Stephanie P. Lutz

Customer Satisfaction Manager

SAMPLE



### Main Message:

A concern has been identified with certain 2010 - 2011 model year Land Rover LR2 vehicles whereby the Supplementary Restraint System (SRS) Warning Lamp may be illuminated. The SRS warning light is intended to notify the driver that there is a concern with the SRS in the vehicle and that immediate repair is necessary. If this condition occurs during a drive cycle, and the vehicle is involved in a collision where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or may not deploy at all. In the event of a vehicle crash, there is an increased risk of injury.

### Q1 Why is Land Rover recalling certain LR2 models?

A The Supplementary Restraint System (SRS) warning lamp may be illuminated. Investigations have identified that the SRS driver's airbag clockspring may inadvertently disable the driver's airbag as a result of the shorting bar within the connector not being to specification.

### Q2 Can you tell me more about what is wrong with the vehicles?

A Investigation by Land Rover into reports of SRS warning lamps being illuminated on LR2 vehicles identified that the SRS warning lamp was illuminated as a consequence of the shorting bar within the SRS clockspring connector not breaking the short circuit feature of the rotary coupler connector, despite the wiring harness connector being fully inserted into the clockspring connector mating half. The shorting bar function of the SRS clockspring connector is a feature included in the design to prevent inadvertent deployment during vehicle manufacture and service / repair of the SRS system by vehicle technicians. The action of inserting the connector into the mating half is designed to disconnect the shorting bar allowing normal SRS airbag functionality.

### Q3 How would the customer become aware of potentially having this concern?

A Should this condition exist, the driver will be alerted by the SRS warning lamp being illuminated. The SRS warning light is intended to notify the driver that there is a concern with the SRS system in the vehicle and that immediate repair is necessary.

### Q4 Does this recall affect vehicle safety?

A The Supplementary Restraints System (SRS) warning light warns the driver of a potential concern with the supplementary restraints system and the handbook advises that dealer service be sought. All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and younger children.

### Q5 Has Land Rover received many complaints?

A In October 2010, Land Rover investigated a limited number of field reports that had been received concerning the Supplementary Restraint System (SRS) Warning Lamp being illuminated on LR2 vehicles

### Q6 Have there been any accidents or injuries?

A Land Rover is unaware of any accidents or injuries associated with this issue.

### Q7 How was the condition discovered?

A This condition was identified through the standard quality concern identification process.

### Q8 How long has Land Rover known about this problem?

A Warranty claims for SRS warning lamp illumination as a result of this issue were first received from the US market in late 2009

**Q9 Is the problem connected with the clockspring leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the driver's safety? What type of measures are you planning to take?**

A The SRS is, as its name suggests, supplementary. The primary safety system is the correct use of the seat belts. The SRS is only called into operation when there is a collision of sufficient severity. This condition is unique to the driver's airbag; no other aspect of the SRS is impacted. The SRS warning lamp notifies the driver of a potential concern with the SRS and the driver is strongly advised to seek retailer repair should the SRS or any other warning lamp be illuminated.

**Q10 What has Land Rover done in production?**

A Land Rover's SRS clockspring supplier has made changes to the production process to bring the shorting bar element of the SRS clockspring connector back into specification to ensure the concern is eradicated.

**Q11 What will authorized repairers do to the vehicles?**

A Owners will be notified and instructed to take their vehicle to a Land Rover-approved repairer to have a spacer attached to the SRS clockspring harness connector. The spacer will ensure the shorting bar within the harness connector performs to design intent.

**Q12 Which vehicles are affected by this recall?**

A This recall is being notified to US and Canadian customers of LR2 vehicles identified in the VIN range.

**Q13 Are other Land Rover models affected by these actions?**

A No other Land Rover vehicles are affected by these actions.

**Q14 Are parts available to rework vehicles?**

A Yes parts are available for this re-work.

**Q15 How much will the recall cost Land Rover?**

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

**Q16 How do I know if my vehicle is affected?**

A LR2 vehicles within the 2010MY VIN range AH174254 - AH214178, as well as 2011MY vehicles BH207263, BH207265, BH207448, and BH207450, are included in this campaign.

**Q17 How long does it take for the car to be inspected and repaired?**

A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 20 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q18 Can I continue to drive my vehicle safely until it has been recalled?**

A Vehicle safety for normal use is not compromised. Furthermore, the SRS warning light warns the driver of a potential concern with the supplementary restraints system and the handbook advises that dealer service be sought. All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and younger children.

**Note: Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office.**