



ABOVE & BEYOND

NOTIFICATION OF UPDATE PRIOR TO SALE UPS8316-2B: SECOND ROW OUTER SEATBELT PRE-TENSIONER

SERVICE BULLETIN

07-DEC-16

NO: SGI16-59

SEC: GENERAL
INFORMATION

MKT.: USA

DESCRIPTION OF ISSUE

A potential issue has been identified on the vehicle listed within the Affected Vehicle Range which may have second row outer seatbelt retractors where the pre-tensioner may not operate correctly when required. Investigations are currently ongoing. There are no other vehicle functional issues associated with this error.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year 2016

VIN: 118018-121456

Range Rover (L405)

Model Year 2016

VIN: 315826-318452

See the attached list of affected unsold vehicles.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Any vehicle that fails the inspection procedure **MUST** continue to be held until an updated Technical Bulletin, with complete parts and repair information, is published.

Refer to Technical Bulletin UPS8316-1bNAS, *Update Prior to Sale: Second Row Outer Seatbelt Pre-Tensioner*, for detailed inspection instructions.

PARTS

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE
Retractor bolt	LR084136	1 or 2 (only as necessary)

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code 'Q649' together with Option Code 'X'. The drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Inspect seatbelt label - Both sides	05.10.10	0.10	-	-
Inspect seatbelt label and retractor date - Single side	05.10.20	0.20	-	-
Inspect seatbelt label and retractor date - Both sides	05.10.40	0.40	-	-
Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Update Prior to Sale notice mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

UPDATE PRIOR TO SALE 8316-2B: AFFECTED VIN LIST

USA

VIN	MODEL	RETAILER NUMBER/NAME
GA118023	Range Rover Sport	0110 Land Rover Paramus
GA317465	Range Rover	0110 Land Rover Paramus
GA318322	Range Rover	0110 Land Rover Paramus
GA318330	Range Rover	0110 Land Rover Paramus
GA120308	Range Rover	0131 Land Rover North Dade
GA315845	Range Rover	0136 Land Rover Dallas
GA315829	Range Rover	0205 Land Rover Ft. Worth
GA121421	Range Rover Sport	0227 Land Rover Alexandria
GA318240	Range Rover	0232 Land Rover Farmington Hills
GA315826	Range Rover	0253 Land Rover South Dade
GA315831	Range Rover	0253 Land Rover South Dade
GA318452	Range Rover	0277 Land Rover Milford
GA318405	Range Rover	0297 Land Rover Farmington Valley
GA318422	Range Rover	0316 Land Rover Allentown
GA121380	Range Rover Sport	0323 Land Rover Chicago
GA118030	Range Rover Sport	0330 Land Rover Houston Central
GA317605	Range Rover	0330 Land Rover Houston Central
GA315828	Range Rover	0343 Land Rover Lakeside
GA315835	Range Rover	0344 Land Rover Houston North
GA121456	Range Rover Sport	0362 Land Rover Princeton
GA118018	Range Rover Sport	0369 Land Rover Edison
GA315848	Range Rover	0369 Land Rover Edison
GA315839	Range Rover	0370 Land Rover Albany
GA318353	Range Rover	0396 Land Rover Manhattan
GA318415	Range Rover	0602 Land Rover Huntington
GA318447	Range Rover	0602 Land Rover Huntington
GA315827	Range Rover	0603 Land Rover Glen Cove
GA317396	Range Rover	0603 Land Rover Glen Cove
GA315834	Range Rover	0609 Land Rover Monmouth
GA315841	Range Rover	0609 Land Rover Monmouth