

Reference	SSM72939
Models	Discovery Sport / L550
Title	L550 - 2nd Row Seat Back Damaged by Seatbelt Buckle
Category	Body
Last modified	19-Aug-2016 00:00:00
Symptom	101000 Seating
Attachments	13.pdf (13.pdf) 2.pdf (2.pdf)

Content**Issue:**

A customer may express a concern that the 2nd Row Seat backrest has been damaged when the seats have been lowered in order to extend the luggage space

This can occur on both the fixed and sliding 2nd Row Seat variations – see attached image 1.

Cause:

The central seatbelt buckles of the 2nd Row Seats could damage the seat back if the correct procedure for the lowering of the seat back is not followed by the customer.

Action:

Please refer to Topix Section 501-10, Seat Smoothing in order to rectify the damage to the seat back.

Then, if the car is fitted with a fixed 2nd Row Seat:

1. Reference the Rear Seats section of the owner's manual, Folding and Raising the Fixed Seats.
2. Please remind the customer of the correct procedure for the folding of the seat back rests when more luggage space is required.
3. Highlight the need to ensure that the seat base is lifted prior to the seat back being folded.
4. Demonstrate the folding of the seat if required.

If the car is fitted with a sliding 2nd Row Seat:

1. Reference the Rear Seats section of the owner's manual, Folding and Raising the Sliding Seats.
2. Please remind the customer of the correct procedure for the folding of the seat back rest when more luggage space is required.
3. Highlight the need to ensure that the seatbelt buckles are pushed securely into the recesses of the seat base prior to the seat backs being folded – see attached image 2 for guidance.
4. Demonstrate the folding of the seat if required.

In order to help prevent the issue reoccurring, JLR is in the process of altering the Owners' Manual to put more emphasis on ensuring that the seat back is folded correctly. The new car sales handover documentation will also be updated to reflect this.



