



SERVICE ACTION

Global Service Action
Number: N654

Subject: Side Airbag Modules Installed With Prototype Labels	Publication No.: N654
	Model: Defender (LE)
	Model Year: 2020
	Date of Issue: 08 April 2022
	Expiry Date: 30 April 2024

To:	Jaguar Land Rover (JLR) North America, LLC
For the Attention of:	The approved <u>JLR</u> retailer/authorized repairer - USA and Canada
Related Information:	<p>NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a <u>JLR</u> retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized <u>JLR</u> retailer/authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p>

DESCRIPTION OF DEFECT

A potential concern has been identified on specific vehicles within the above vehicle range.

Certain vehicles have been installed with side airbag modules which require renewing due to having prototype labels attached. There is no functional impact to the airbag modules and they will still operate as intended.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

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.

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. A sample letter is attached which should be adapted to the requirements of your market.

Check the JLR claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.

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

4/8/22, 7:57 AM

Side Airbag Modules Installed With Prototype Labels

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N654



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Parts Information

The parts below should be ordered through [JLR](#) in the normal manner.

Description	Part Number	Qty
Right side airbag module	LR132506	1
Left side airbag module	LR132515	1

SROs

Description	SRO	Time
Side airbag module renew - Pair	99.02.01.50	1.1
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 N654 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/Sundry	Qty
N654	A	Side airbag module renew - Pair	99.02.01.50	1.1	LR132506	1
					LR132515	1
N654	B	Side airbag module renew - Pair	99.02.01.50	1.1	LR132506	1
					Drive in/drive out	02.02.02



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.

SERVICE INSTRUCTION

1. Renew both front side airbag modules, (see TOPIx workshop manual section 501-20B: Supplementary Restraint System - Removal and Installation - Side Airbag Module).
2. For information on returning or disposing of airbag modules, (see TOPIx workshop manual section 501-20B: Supplementary Restraint System - General Procedures - Airbag Disposal).

Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N654

Date: month/year

An important message for owners of Land Rover Defender vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2020 model year Land Rover Defender vehicles.

Why are we contacting you?

We have found that your vehicle may have been installed with side airbag modules which require renewing due to having prototype labels attached. There is no functional impact to the airbag modules and they will still operate as intended.

What will your Jaguar Land Rover retailer/authorized repairer do?

We will renew both side airbag modules with a production level part. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your retailer or authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N654. If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business