

SAFETY RECALL N523 (NHTSA 20V-793) -  
AFTERMARKET SEATBELTS INCORRECT SERVICE  
PART NUMBER



NAS21.02.008 | RECALL

USA

AFTERSALES BULLETIN

FEBRUARY 18, 2021

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2020 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,723.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

**NOTE:** This bulletin updates [Aftersales Bulletin NAS21.01.003](#).

#### **DESCRIPTION OF DEFECT**

An issue has been identified on certain Land Rover vehicles within the Affected Vehicle Range which have received an in-service replacement of the second row left and/or right seatbelt assembly.

#### **AFFECTED VEHICLE RANGE**

A total of 13 vehicles are potentially involved in the USA and Federalized Territories.

Range Rover Evoque

Model Year: ..... 2020

VIN: ..... SALZM2GX3LH001474-SALZP2FX1LH075808

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

#### **EFFECT ON VEHICLE OPERATION**

Passengers occupying the second row seats would not, in the event of a vehicle crash, be fully protected and may suffer injuries worse than expected.

#### **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer, who will inspect the second row left and right seatbelt assemblies. If necessary, the retailer will replace the second row left and/or right seatbelt assembly with the correct specification. There will be no charge to owners for this action under this Program.

#### **OWNER NOTIFICATION**

Owners will have received an interim letter (sample attached) by February 12, 2021, notifying them of this Recall. They will then receive a second notification by February 28, 2021, asking them to contact an authorized Land Rover retailer, who will inspect the second row left and right seatbelt assemblies. If necessary, the retailer will replace the second row left and/or right seatbelt assembly with the correct specification. There will be no charge to owners for this action under this Program.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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.

Refer to Technical Bulletin N523NAS, *SAFETY RECALL: Aftermarket Seatbelts Incorrect Service Part Number*, for detailed repair instructions.

## PARTS

**NOTE: only order the expected percentage demand of parts identified.**

**Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.**

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Second row seatbelt retractor	LR122836	1	100
Seatbelt anchor bolt	LR067428	1	100
Seatbelt retractor bolt	LR063976	1	100

## TOOLS

Refer to Technical Bulletin noted above for any required tools.

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure 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 together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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. Use TOPIx to obtain the latest repair time.

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

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART(S)	QUANTITY
N523	K	Inspect left and right second row seatbelt - No further action required	05.10.01	0.1	-	-
N523	L	Inspect left and right second row seatbelt - No further action required	05.10.01	-	-	-
		Drive in/drive out	02.02.02	0.2	-	-

<b>N523</b>	<b>M</b>	Inspect and renew second row seatbelt retractor - Single	99.02.64	0.4 0.2	LR122836 LR067428 LR063976	1 1 1
<b>N523</b>	<b>N</b>	Inspect and renew second row seatbelt retractor - Single  Drive in/drive out	99.02.64  02.02.02	0.4  0.2	LR122836 LR067428 LR063976 -	1 1 1 -
<b>N523</b>	<b>O</b>	Inspect and renew second row seatbelt retractor - Pair	99.02.65	0.8 0.2	LR122836 LR067428 LR063976	1 1 1
<b>N523</b>	<b>P</b>	Inspect and renew second row seatbelt retractor - Pair  Drive in/drive out	99.02.65  02.02.02	0.8  0.2	LR122836 LR067428 LR063976 -	1 1 1 -

*Normal Warranty policies and procedures apply.*

### **CUSTOMER REIMBURSEMENT FOR PREVIOUS REPAIRS**

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost by using the related damage procedure.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Submit claims quoting the Program Code and by clicking the Related Damage radio button on the claim submission screen. Use Option Code 'X' and enter the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs are to be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALZXXXXXLHXXXXXX**

**February 2021**

**SAFETY RECALL N523**

**Vehicle Affected: Land Rover Range Rover Evoque  
Model Year: 2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-793**

**Dear Land Rover Range Rover Evoque Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has determined that a defect which relates to motor vehicle safety exists in certain 2020 model year Land Rover Range Rover Evoque vehicles.

You should have received a letter previously advising you of this Recall and that we did not have adequate parts to perform repairs. We now have the necessary parts in stock.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

Certain Land Rover Range Rover Evoque vehicles have received an in-service replacement of a second row left and/or right seatbelt assembly that is a different specification to that intended for the vehicle. Passengers occupying the second row seats would not, in the event of a vehicle crash, be fully protected and may suffer injuries worse than expected.

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above to inspect the second row left and right seatbelt assemblies to make sure it is the correct specification. If necessary, the retailer will replace the second row left and/or right seatbelt assembly with the correct specification.

There will be no charge for this repair under this program.

**What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

**What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N523'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take no longer than one (1) hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

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

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If 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  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL N523

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**Main Message:** Due to an aftermarket part number cross referencing error, second row seatbelt retractors manufactured to an incorrect specification may have been installed to the vehicle. If these incorrectly identified parts are installed to vehicles, the seatbelt may not function correctly as intended for market requirements. Vehicles without these features installed for certain markets do not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) numbers 208, 'Occupant Crash Protection', and 209, 'Seatbelt Assemblies'.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Director, Communications

Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

**Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?**

**A** Vehicles without these features installed for certain markets do not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) numbers 208, 'Occupant Crash Protection', and 209, 'Seatbelt Assemblies'.

**Q3 Can you tell me more about what is wrong with the vehicles?**

**A** Passengers occupying the second row seats would not, in the event of a significant vehicle collision, be fully restrained and may experience more severe injuries.

**Q4 How would the customer become aware of potentially having this concern?**

**A** The customer will have had the second row seatbelt renewed with a service assembly after a collision or other incident requiring seatbelt renewal.

**Q5 Does this concern affect vehicle safety?**

**A** Yes, we consider this a failure to meet the requirements of FMVSS 208 and 209 regarding occupant protection in the event of a collision and has issued a voluntary safety recall for the affected vehicles

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** No.

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

**Q8 How was the condition discovered?**

**A** An investigation was opened following receipt of a letter from the seatbelt supplier who informed Jaguar Land Rover that incorrect parts had been supplied to the market for vehicles that require a replacement second row seatbelt assembly.

**Q9 How long has Jaguar Land Rover known about this problem?**

**A** The issue was opened on November 3, 2020.

**Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

A This issue affects only aftermarket seatbelt service assemblies and does not affect seatbelts installed in the assembly plants.

**Q12 What will an authorized Land Rover retailer do to the vehicles?**

A An authorized Land Rover retailer will renew the second row seatbelt assemblies with the correct specification parts.

**Q13 Which vehicles are affected by this recall?**

A Certain 2020 model year Land Rover Range Rover Evoque vehicles, manufactured January 17-December 19, 2019, are affected:  
- SALZM2GX3LH001474-SALZP2FX1LH075808

**Q14 Are other Jaguar Land Rover models affected by these actions?**

A No other models, other than those listed on this document, are known to be affected by this condition.

**Q15 Are parts available to rework vehicles?**

A Yes, the necessary parts are available for authorized Land Rover retailers to conduct this repair.

**Q16 How much will the recall cost Jaguar Land Rover?**

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

**Q17 How do I know if my vehicle is affected?**

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.

**Q18 How long does it take for the vehicle to be inspected and repaired?**

A The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take no longer than one (1) hour. Due to retailer schedules, vehicles may be required for longer.

**Q19 Can I continue to drive my vehicle safely until it has been recalled?**

A Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle SALZXXXXXLHXXXXXX

February 2021

**SAFETY RECALL N523**

**Vehicle Affected: Land Rover Range Rover Evoque  
Model Year: 2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-793**

**Dear Land Rover Range Rover Evoque Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has determined that a defect which relates to motor vehicle safety exists in certain 2020 model year Land Rover Range Rover Evoque vehicles.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

Certain Land Rover Range Rover Evoque vehicles have received an in-service replacement of the second row seatbelt assembly that is a different specification to that intended for the vehicle. Passengers occupying the second row seats would not, in the event of a vehicle crash, be fully protected and may suffer injuries worse than expected.

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above to replace, the second row seatbelt assemblies with the correct specification part. However, we currently do not have supply of the necessary parts to repair your vehicle. Once we receive the necessary supply, we will contact you a second time.

There will be no charge for this repair under this program.

**What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

**What should you do?**

After you receive a second letter notifying you that we have the necessary parts to repair your vehicle, please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N523'.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.



**How long will it take?**

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take no longer than one (1) hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

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

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If 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  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC