

N524NAS1



# TECHNICAL BULLETIN

18 FEB 2021

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NOTE: The information in Technical Bulletins 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 Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

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## SECTION:

501-10

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## SUBJECT/CONCERN:

SAFETY RECALL: Front Seat Backrest Cover - Material Flammability

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## AFFECTED VEHICLE RANGE:

| MODEL:                      | MODEL YEAR: | VIN:          |
|-----------------------------|-------------|---------------|
| New Range Rover Evoque (LZ) | 2020        | 000943-094008 |

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## MARKETS:

CANADA, USA

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**CONDITION SUMMARY :**
**SITUATION:**

An issue has been identified on certain Land Rover vehicles within the Affected Vehicle Range equipped with climate specification front seats trimmed with Dinamica® cloth (a laminate bonded seat material). The seat material does not meet the burn rate requirements of Canadian Motor Vehicle Safety Standards (CMVSS) number 302, 'Flammability of Interior Materials', and Federal Motor Vehicle Safety Standards (FMVSS) number 302, 'Flammability of Interior Materials (571.302 S4.3(a))' .

**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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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**PARTS INFORMATION :**
**NOTE:**

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

| DESCRIPTION                       | PART NUMBER | QUANTITY |
|-----------------------------------|-------------|----------|
| Front seat backrest cover - Right | LR115436    | 1        |
| Front seat backrest cover - Right | LR117439    | 1        |

| DESCRIPTION                       | PART NUMBER | QUANTITY |
|-----------------------------------|-------------|----------|
| Front seat backrest cover - Right | LR122334    | 1        |
| Front seat backrest cover - Right | LR122438    | 1        |
| Front seat backrest cover - Left  | LR125984    | 1        |
| Front seat backrest cover - Left  | LR122363    | 1        |
| Front seat backrest cover - Left  | LR122361    | 1        |
| Front seat backrest cover - Left  | LR122362    | 1        |
| Hog rings                         | HYX100060   | 18       |

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## WARRANTY INFORMATION:

### NOTE:

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.

At the time of confirming a booking for vehicle repair, make sure that all open 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may 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 or payment within 30 calendar days of completion of the repair.

| PROGRAM CODE | OPTION CODE | DESCRIPTION   | SRO                      | TIME (HOURS)   | PART NUMBER                                 | QUANTITY               |
|--------------|-------------|---|--------------------------|----------------|---|------------------------|
| N524         | A           | N524 - Front row seat backrest cover - Renew - Pair                           | 99.02.75                 | 0.8            | LR115436<br>LR125984<br>HYX100060           | 1<br>1<br>18           |
| N524         | B           | N524 - Front row seat backrest cover - Renew - Pair<br><br>Drive in/drive out | 99.02.75<br><br>02.02.02 | 0.8<br><br>0.2 | LR115436<br>LR125984<br>HYX100060<br>-<br>- | 1<br>1<br>18<br>-<br>- |
| N524         | C           | N524 - Front row seat backrest cover - Renew - Pair                           | 99.02.75                 | 0.8            | LR117439<br>LR122363<br>HYX100060           | 1<br>1<br>18           |
| N524         | D           | N524 - Front row seat backrest cover - Renew - Pair<br><br>Drive in/drive out | 99.02.75<br><br>02.02.02 | 0.8<br><br>0.2 | LR117439<br>LR122363<br>HYX100060<br>-<br>- | 1<br>1<br>18<br>-<br>- |
| N524         | E           | N524 - Front row seat backrest cover - Renew - Pair                           | 99.02.75                 | 0.8            | LR122334<br>LR122361<br>HYX100060           | 1<br>1<br>18           |
| N524         | F           | N524 - Front row seat backrest cover - Renew - Pair<br><br>Drive in/drive out | 99.02.75<br><br>02.02.02 | 0.8<br><br>0.2 | LR122334<br>LR122361<br>HYX100060<br>-<br>- | 1<br>1<br>18<br>-<br>- |
| N524         | G           | N524 - Front row seat backrest cover - Renew - Pair                           | 99.02.75                 | 0.8            | LR122438<br>LR122362<br>HYX100060           | 1<br>1<br>18           |

| PROGRAM CODE | OPTION CODE | DESCRIPTION   | SRO      | TIME (HOURS) | PART NUMBER           | QUANTITY |
|--------------|-------------|---|----------|--------------|-----------------------|----------|
| N524         | H           | N524 - Front row seat backrest cover - Renew - Pair | 99.02.75 | 0.8          | LR122438              | 1        |
|              |             |   | 02.02.02 | 0.2          | LR122362<br>HYX100060 | 1<br>18  |
|              |             | Drive in/drive out                                  |          |              | -                     | -        |

Normal Warranty policies and procedures apply.

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#### CUSTOMER REIMBURSEMENT:

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside 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 should be made using the related damage procedure. Claims for related damages can only be made when this bulletin has been paid/accepted. Use the Program Code, Option Code 'X', and enter the cost using Sundry Code 'ZZZ999'. All costs must be entered in local currency.

A copy of the invoice/repair order must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Recall Action are included in this process. Only 1 claim per vehicle for related damages will be accepted.

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#### SERVICE INSTRUCTION:

1. Renew the front row left and right seat backrest covers (see TOPIx Workshop Manual section 501-10: Seating - Removal and Installation - Front Row Seat Backrest Cover - Vehicles With Climate Controlled Seats).