



Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain Land Rover 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.

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 NAS21.07.018.

DESCRIPTION OF ISSUE

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front seat track end stop bracket may become deformed. Deformed seat track end stop brackets may allow the seat to latch further forward than intended by design.

AFFECTED VEHICLE RANGE

A total of 603 vehicles are potentially involved in the USA and Federalized Territories.

Defender

Model Year: 2021

VIN: SALEJ6RX6M2043671-SALEK6RX6M2062024

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

EFFECT ON VEHICLE OPERATION

Vehicles with deformed end stop brackets could, in the event of a crash, allow reduced seat strength and seat performance integrity, increasing the risk of injury.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the front seat tracks. There will be no charge to owners for this action under this Program.

Unsold vehicles must have this done as part of the Pre-Delivery Inspection (PDI) process and/or before vehicle handover to the customer.

OWNER NOTIFICATION

Owner notification is expected to occur on or before September 30, 2021.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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.

Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N609NAS, SAFETY RECALL: Front Row Seat Tracks - Renew for detailed repair instructions.

PARTS

NOTE: use the Vehicle Identification Number (VIN) to confirm part number(s) necessary to perform repairs.

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner.

* An allowance equivalent to £3 sterling has been allocated to locally source the Loctite™ 243 thread lock (or equivalent).

DESCRIPTION	PART NUMBER	QUANTITY
Front row seat track	LR164111	1
Front row seat track	LR164112	1
Loctite™ 243 thread lock (or equivalent)	*ZZZ001	£3

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	QUANTITY
N609	A	N609 - Renew front row seat track - Pair	05.11.10	1.0	LR164111	1
			05.11.10	1.0	LR164112	1
			05.11.10	1.0	ZZZ001	£3
N609	B	N609 - Renew front row seat track - Pair	05.11.10	1.0	LR164111	1
			02.02.02	0.2	LR164112	1
		Drive in/drive out			ZZZ001	£3

*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 Program Code 'N609' 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 SALXXXXXXXXXXXXXX

August 2021

SAFETY RECALL N609: Front Row Seat Tracks - Renew

**Vehicle Affected: Land Rover Defender
Model Year: 2021**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-499

Dear Land Rover Defender Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Land Rover Discovery vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

where the front seat track end stop bracket may become deformed. Deformed seat track end stop brackets may allow the seat to latch further forward than intended by design.

Vehicles with deformed end stop brackets could, in the event of a crash, allow reduced seat strength and seat performance integrity, increasing the risk of injury.

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 front seat tracks. There will be no charge to owners for this action 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. 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 **'N609'**.

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 approximately (2) hours, 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 if known; please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns regarding this Program, 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. Please include your full name, address, and VIN of your vehicle in your email.

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,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a stylized flourish at the end.

Thomas Giese
Director, Technical Services
Customer Service
Jaguar Land Rover North America, LLC

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover N609

Certain 2021 Model Year Land Rover Defender 90 vehicles with Manual Seat Adjustments for Deformed Front Seat Track End Stop Bracket.

A concern has been identified on certain 2021 model year Land Rover Defender 90 vehicles equipped with manually adjustable front row seats, where the front row seat track end stop bracket may become deformed. Deformed front row seat track end stop brackets may allow the front row seat to latch further forward than intended by design.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

Vehicles with deformed end stop brackets could, in the event of a crash, may provide reduced seat strength and seat performance integrity, increasing the risk of injury.

Question 3

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

Answer

When manually adjustable front row seats were moved to their forward most position with a larger than normal force, such as rapidly moving the front row seat forward to allow access to the second row seats, the front row seat track end stop bracket, over time, may deform. When deformed, the front row seat track locking pins may engage in locations not intended by design into the seat track allowing the front row seat to be positioned further forward than intended.

Question 4

How would the customer become aware of their vehicle potentially having this concern?

Answer

Customer may notice the front row seat will not latch on one side of the seat track, or the front row seat may latch in a position further forward than normal.

Question 5

Does this concern affect vehicle safety?

Answer

Vehicles with deformed end stop brackets could, in the event of a crash, allow reduced seat strength and seat performance integrity, increasing the risk of injury

Question 6

Has JLR received many complaints?

Answer

No.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no reports of accidents or injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

An investigation was opened on following a report from an ongoing quality investigation at the seat supplier.

Question 9

How long has JLR known about this concern?

Answer

The investigation started on April 20, 2021.

Question 10

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 and product compliance? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall compliance and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

These vehicles will receive a revised design of front row seat track end stop bracket assembly.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Retailers/authorized repairers will renew the front row seat tracks with a seat track which incorporates the revised design of end stop bracket. There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

Land Rover Defender 90 manufactured at the Nitra assembly plant and specified with manually adjustable front row seats 2021 model year - SALEA6BW8M2041731 to SALEK6RX6M2062024 (selected vehicles within Vehicle Identification Number (VIN) range). Production Dates: 3rd December 2020 to 9th April 2021.

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.