

SAFETY RECALL N601 - (NHTSA 21V-584) -  
NCORRECT OWNER'S HANDBOOK INSTRUCTIONS  
FOR THIRD-ROW LATCH SYSTEM



AFTERSALES BULLETIN

SEPTEMBER 13, 2021

NAS21.09 003 | RECALL | USA

***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 NAS21.08.005](#)**

#### **DESCRIPTION OF ISSUE**

An issue has been identified on certain 2020 - 2021 model year Land Rover Defender vehicles within the listed Affected Vehicle (VIN) Range equipped with third row seats, where the owner's manual incorrectly states that the third-row seating is installed with LATCH child seat fixings with toptethers .

Incorrect written instructions for the installation of a LATCH child seat fitments with top tethers for the third row seating on affected vehicles is not compliant with Federal Motor Vehicle Safety Standards (FMVSS) 225 S12 –Child Restraint Anchorage Systems.

#### **AFFECTED VEHICLE RANGE**

A total of 7027 vehicles are potentially involved in the USA and Federalized Territories.

Defender

Model Year: ..... 2020-2021

VIN: ..... SALE97EU3L2000169-SALE3ERU4M2062343

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

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

Incorrect LATCH instructions could lead to an increased risk of occupant injury.

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

Owners will be mailed a supplement to be inserted into the handbook. 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 24, 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.

Refer to Technical Bulletin N601NAS, SAFETY RECALL: *Incorrect Owner's Handbook Instructions for Third-Row LATCH System*. For affected vehicles under retailer control, double side print the 2-page supplement and insert it into the Owner's handbook.

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.

## PARTS

**NOTE: SOLD vehicles - The corrected section of the Owner's handbook will be mailed directly to customers.**

## 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.

**NOTE: 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)
N601	A	Print supplement and insert into Owner's handbook (UNSOLD VEHICLES ONLY)	05.10.10	0.10
N601	B	Print supplement and insert into Owner's handbook (UNSOLD VEHICLES ONLY)	05.10.10	0.10.
		Drive in/drive out	02.02.02	0.20

*\*Normal Warranty policies and procedures apply.*

**R**



**DEFENDER**  
**OWNER'S HANDBOOK SUPPLEMENT**

Publication Part No. LSB 18 02 68 211



## Supplementary Information

### ABOUT THIS SUPPLEMENT

The following information relates to Fitting Child Restraints. The following information supersedes that shown in the Owner's Handbook.

### FITTING LATCH CHILD RESTRAINTS

LATCH child restraints can be fitted to the outer seat positions on the second row seats.

LATCH child restraints cannot be fitted to the center seat position on the second row seats.

LATCH child restraints cannot be fitted to the third row seats.

For further information about LATCH child restraints, refer to the Owner's Handbook: [www.ownerinfo.landrover.com](http://www.ownerinfo.landrover.com).

### FITTING TETHER ANCHORAGE CHILD RESTRAINTS

Tether anchorage child restraints can be fitted to all seat positions on the second row seats.

Tether anchorage child restraints cannot be fitted to the third row seats.

For further information about tether anchorage child restraints, refer to the Owner's Handbook: [www.ownerinfo.landrover.com](http://www.ownerinfo.landrover.com).

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALXXXXXXXXXXXXXX**

**September 2021**

**Safety Recall N601: Incorrect Owner's Handbook Instructions for Third-Row LATCH System**

**Vehicle Affected: Land Rover Defender**

**Model Year: 2020-2021**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-584**

**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 certain 2020-2021 Land Rover Defender vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225 - Child restraint anchorage systems.

Your vehicle is included in this Recall action.

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

An issue has been identified in certain 2020 – 2021 model year Land Rover Defender vehicles equipped with third row seats, where the owner's manual incorrectly states that the third-row seating is installed with LATCH child seat fixings with top tethers.

Incorrect written instructions for the installation of a LATCH child seat fitments with top tethers for the third row seating on affected vehicles do not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 225- Child restraint anchorage systems. Incorrect LATCH instructions could lead to an increased risk of occupant injury.

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

Land Rover is carrying out a recall of the vehicles mentioned above where owners will be mailed a supplement to be inserted into the handbook. There will be no charge to owners for this action under this Program.

**What should you do?**

Please Insert the copy of the handbook supplement supplied with this letter into your owner handbook.

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

**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-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](mailto: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 long, sweeping horizontal stroke extending to the right.

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

# Technical Questions And Answers



FOR USE ON ENQUIRY

**Jaguar Land Rover Non-Compliance Recall N601**

**Certain 2020 - 2021 Model Year Land Rover Defender 110 Vehicles for Incorrect Owner's Handbook Instructions for Third-Row LATCH System**

A concern has been identified on certain 2020 - 2021 model year Land Rover Defender 110 vehicles installed with third row seats, the owner's handbook incorrectly states that the third-row seating is installed with LATCH child seat fixings with top tethers. The affected vehicles are not installed with this feature.

## **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*

The information provided is not compliant with Federal Motor Vehicle Safety Standards (FMVSS) 225 S12 – Child Restraint Anchorage Systems and Canadian Motor Vehicle Safety Standards (CMVSS) 210.2 – Lower Universal Anchorage Systems for Restraint Systems and Booster Seats.

## **Question 3**

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

*Answer*

An investigation found that North American specification Defender 110 vehicles were not installed with LATCH child seat fixings with top tethers, and the owner's handbook written instructions were incorrect.

## **Question 4**

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

*Answer*

Customers attempting to install a LATCH child safety seat system in the third-row seating area will find no LATCH anchors or top tethers to anchor the seat.

## **Question 5**

Does this concern affect vehicle compliance?

*Answer*

Yes, affected vehicles are not compliant to Federal Motor Vehicle Safety Standards (FMVSS) 225 S12 – Child Restraint Anchorage Systems and Canadian Motor Vehicle Safety Standards (CMVSS) 210.2 – Lower Universal Anchorage Systems for Restraint Systems and Booster Seats.

**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 following a report from the United States market.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation started on 18th May, 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 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.

**Question 11**

What has JLR done in production?

*Answer*

These vehicles will receive a supplement in the owner's handbook.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Owners will be mailed a supplement to be inserted into the handbook. There will be no charge to owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*



Land Rover Defender 110 vehicles manufactured at the Nitra vehicle assembly plant and specified with third-row seating. 2020 - 2021 model year vehicles SALE97EU3L2000169 to SALE3ERU4M2062343. (Selected vehicles within the Vehicle Identification Number (VIN) range) manufactured from 23rd October 2019 to 12th 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 customer letter detailing what JLR would like them to do.

**Question 18**

Can I continue to drive my vehicle safely 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 JLR Corporate Affairs office.