



N601NAS1

TECHNICAL BULLETIN

15 SEP 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.

SECTION:

100-00

SUBJECT/CONCERN:

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

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Defender (LE)	2020-2021	000169-062351

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain 2020 - 2021 model year Land Rover Defender vehicles within the listed Affected Vehicle 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 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 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.

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.

NOTE:

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

PARTS INFORMATION:

No parts required.

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

S R O S

DESCRIPTION	SRO	TIME
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

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

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 should be submitted quoting program code N601 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.

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

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
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) Drive in/drive out	05.10.10 02.02.02	0.10 0.20

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

SERVICE INFORMATION

1. For affected vehicles under retailer control, double side print the 2-page supplement and insert it into the Owner's handbook. A copy of the supplement is published within the N601 Aftersales Bulletins **NAS21.09.003 (USA) and NAS21.09.002 (Canada)** published on TOPIx and GRP2. For Canada, please print both the English language and French language versions of the supplement.