

H378NAS1

TECHNICAL BULLETIN

24 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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

Safety Recall - Early Deactivation of the Seatbelt Automatic Locking Retractor Mode

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2020-2021	662575-671433
F-TYPE (X152)	2021-2022	K72954-K77203
XF (X260)	2021	Y87758-Y89942

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where, seatbelt assemblies manufactured by Autoliv may not meet the performance requirements of occupant crash protection.

Due to a subcomponent company manufacturing issue, the ALR lever inside affected seatbelts may unintentionally deactivate early and switch to Emergency Locking Retractor (ELR) mode; which could allow the seatbelt to become loose increasing the risk of injury.

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.

PARTS INFORMATION

The required part numbers are not included in this bulletin due to the multiple variations and complexity. Retailers must refer to the Jaguar Land Rover (JLR) Electronic Parts Catalogue (EPC) using the vehicles Vehicle Identification Number (VIN) and identify the required seatbelt part number(s) and, where applicable, any fasteners to be ordered.

It is estimated that less than 1% of belts to be tested will require replacement.

SPECIAL TOOLS INFORMATION:

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

SROS

NOTE:

Refer to TOPIx for seatbelt retractor SROs. Repair procedures are under constant review, and therefore times are subject to change. Always refer to TOPIx to obtain the latest repair time.

DESCRIPTION	SRO	TIME
Transit mode - Disable/enable (if required)	05.10.20	0.2
Inspect all seatbelts	05.10.10	0.1
Drive in/drive out	10.10.10	0.2

WARRANTY INFORMATION

Warranty claims should be submitted quoting program code H378 with option code X. In this instance where a repair requires one or more seatbelt retractor assembly replacements, enter the relevant seatbelt retractor assembly and fastener part number(s) and the applicable SRO times from RTS and the warranty information table.

The option 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.

Warranty claims should be submitted in accordance with the current JLR Warranty Manual and its amendments, unless stated otherwise in this bulletin.

CUSTOMER REIMBURSEMENT AND RELATED DAMAGE PROCESS

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.

The related damage procedure should also be used to reimburse retailers for any additional ancillary parts or service operations not listed in this bulletin that were required to complete the repair.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code H378 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim for reimbursement should be submitted using option code XX as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

PROGRAM CODE	OPTION	DESCRIPTION	PART NO.	SRO	SUNDRY	VALUE
H378	XX	Reimbursement to owner	As required	As required	ZZZ999	Retailer entered

A copy of the invoice 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 Service Action H378 are included in this process. Only one claim per vehicle for related damages will be accepted.

SERVICE INFORMATION

The below videos are provided to assist with the inspection procedure detailed below.

1.



0:00

This video shows an example of a center seatbelt retractor that **did** 'lock'.

2.



0:00

This video shows an example of an outer seatbelt retractor that **did** 'lock'.

TRANSIT MODE - DISABLE (IF REQUIRED)

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 347 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the VIN for the vehicle.

Connect the JLR approved battery support unit.

2.

NOTE:

The vehicle will automatically be taken out of 'transit Mode'.

Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Continue to the Service Inspection.

SERVICE INSPECTION

WARNINGS:

- The below inspection process must be completed on all seatbelts in the vehicle, except the driver's seatbelt.
- The below inspection process must be completed on unoccupied seats.

All seatbelts (except the driver's seatbelt)

1. Fasten the seatbelt into the buckle.

Front and second row center seatbelts only

- Secure 200 mm of the seatbelt by hand, as shown in the video within step 1 of the Service Information section.

All seatbelts (except the driver's seatbelt)

- Pull the seatbelt all of the way out of the seatbelt retractor. This will activate the Auto Locking Retractor function.

4.

NOTES:

- For center seatbelts, 200 mm secured by hand **must** remain secured during this step.
- An audible ratcheting noise will be heard.

Allow the seatbelt to slowly retract as far as possible into the seatbelt retractor, while the seatbelt remains buckled.

-
- Pull on the seatbelt and take note if the seatbelt 'locked' while being pulled.
-
- Unbuckle the seatbelt.
-
- Allow the seatbelt to fully retract. This will release the Auto Locking Retractor function.
-
- Repeat steps 1 to 7 an **additional** 4 times.
-
- If the seatbelt **did not** 'lock' during **any** of the 5 tests completed in steps 1 to 8 above, **permanently mark the failed seatbelt and complete steps 1 to 8 above for the remaining seatbelts before continuing to the Service Instruction section.**
-
- If the seatbelt **did** 'lock' during **all** of the 5 tests completed in steps 1 to 8 above, **complete steps 1 to 8 above for the remaining seatbelts before continuing.**
-

11.

NOTE:

If required, refer to the transit Mode - Enable section to reset the vehicle to 'transit Mode' before releasing the vehicle.

If **all** seatbelts **did** 'lock' during **all** of the 5 tests completed in steps 1 to 8 above, **release the vehicle.**

SERVICE INSTRUCTION

1.

NOTES:

- Only the seatbelt retractors that did not 'lock' during the service inspection and were permanently marked should be renewed.
- Any seatbelt retractor assemblies that have been renewed must be destroyed by cutting the seatbelt prior to disposal.

Refer to TOPIx Workshop Manual section 501-20A to renew the seatbelt retractors that **did not** 'lock' during the Service Inspection.

POST SERVICE INSTRUCTION VALIDATION**WARNINGS:**

- The below inspection process must be completed on all seatbelts in the vehicle, except the driver's seatbelt.
- The below inspection process must be completed on unoccupied seats.

Only complete the Post Service Instruction Validation for seatbelts which have been renewed

All new seatbelts

1. Fasten the seatbelt into the buckle.

New front and second row center seatbelts only

- Secure 200 mm of the seatbelt by hand, as shown in the video within step 1 of the Service Information section.

All new seatbelts

- Pull the seatbelt all of the way out of the seatbelt retractor. This will activate the Auto Locking Retractor function.

4.

NOTES:

- For center seatbelts, 200 mm secured by hand **must** remain secured during this step.
- An audible ratcheting noise will be heard.

Allow the seatbelt to slowly retract as far as possible into the seatbelt retractor, while the seatbelt remains buckled.

-
- Pull on the seatbelt and take note if the seatbelt 'locked' while being pulled.
-
- Unbuckle the seatbelt.
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- Allow the seatbelt to fully retract. This will release the Auto Locking Retractor function.
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- Repeat steps 1 to 7 an **additional** 4 times.
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- If any of the new seatbelts **did not** 'lock' during **any** of the 5 tests completed in steps 1 to 8 above, **raise an Electronic Product Quality Report**.

10.

NOTE:

If required, refer to the transit Mode - Enable section to reset the vehicle to 'transit Mode' before releasing the vehicle.

If **all** of the new seatbelts **did** 'lock' during **all** of the 5 tests completed in steps 1 to 8 above, **release the vehicle**.

TRANSIT MODE - ENABLE (IF REQUIRED)

1. Select 'Service'.
 - Select 'transit Mode'.
 - Follow all on-screen instructions to complete the task.

2. When all of the tasks are complete, exit the session.

3. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.