



SAFETY RELATED RECALL

Global Recall Action
Number: N678

Subject: Front Left Emergency Seatbelt Retractor	Publication No.: N678
	Model: Range Rover (LG)
	Model Year: 2016 - 2017
	Model: Range Rover Sport (LW)
	Model Year: 2016 - 2017
	Date of Issue: 15 July 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved JLR retailer/authorized repairer
Related Information:	<p>This campaign replaces N333 with immediate effect. This campaign replaces NAS22.04.008 and NAS22.04.009 with immediate effect NOTE: The information in this campaign 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 JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle</p>

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on certain 2016 model year (Canada) and 2016 and 2017 model year (USA) model year Range Rover and Range Rover Sport vehicles where the emergency locking retractor in the safety belt assembly of the front left seat is not to specification. Due to a retailer manufacturing issue, the vehicle-sensitive sensor mechanism does not lock as designed when subjected to the requirements in FMVSS 209 Section S4.3 (j) (2). Additionally, this also constitutes a non-compliance with FMVSS 208 S7.1.1.3.

For Canada vehicles this also constitutes a non-compliance with CMVSS.

The emergency locking retractor is equipped with a vehicle-sensitive locking mechanism and a webbing-sensitive locking mechanism. The non-compliance specifically involves the vehicle-sensitive mechanism. In the event of a pre-crash brake event prior to a crash, the ELR would not lock off at the correct design specification g-force level. This could impact the operation of the safety belt assembly negatively affecting vehicle safety, increasing the risk of injury.

Recall action N333 was launched in 2019, to inspect and renew at-risk safety belt assemblies as required. Subsequent review of the inspection criteria to qualify OK versus NOT OK parts revealed that the service instruction contained an error. The part number designating NOT OK parts was incorrect, meaning that inspected vehicles were released when they could still contain an at-risk safety belt.

REGULATORY INFORMATION

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2016 and 2017 model year Range Rover and Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer could result in a maximum civil penalty of up to the equivalent of \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

JLR North America, LLC / JLR Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

This Safety Recall notice serves as notification to all JLR retailers/authorized repairers that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

ACTION TO BE TAKEN

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles to inspect the seatbelt and replace it where necessary.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market.

Retailers are reminded that they must not sell vehicles identified as affected by this bulletin until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this bulletin for details of the reimbursement process.

For information purposes, a Technical Question and Answer document is attached.

Check the JLR Claims Submission System to make sure that the vehicle is affected by this bulletin prior to undertaking any rework action. The JLR Claims Submission System will be updated to reflect only those vehicles affected.

At the time of confirming a booking for a vehicle repair, make sure you check the JLR Claims Submission System and that all outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N678



NOTE: The information in this campaign 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 Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

The parts below should be ordered through [JLR](#) in the normal manner.

Description	Model	Part Number	Qty	% of Vehicles Requiring This Part
Seatbelt retractor bolt	All	KYG500410	1	100
Front seatbelt retractor - Left - Ebony	Range Rover	LR093785	1	11
Front seatbelt retractor - Left - Espresso	Range Rover	LR093783	1	4
Front seatbelt retractor - Left - Ebony	Range Rover Sport	LR112210	1	20
Front seatbelt retractor - Left - Espresso	Range Rover Sport	LR112209	1	6

When ordering parts, order no more than the expected percentage failure rate of parts identified.

SROs

Description	SRO	Time
Front seatbelt retractor - Inspect - No further action required	05.10.10	0.1
Front seatbelt retractor - Inspect	05.10.10	0.1
Front seatbelt retractor - Renew	76.73.31	0.3
Drive in/drive out	02.02.02	0.2



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

Warranty claims should be submitted quoting program code N678 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.

Program Code	Option	Description	Model	SRO	Time	Part Number	Qty
N678	A	Front seatbelt retractor - Inspect - No further action required	All	05.10.10	0.1	N/A	N/A

Program Code	Option	Description	Model	SRO	Time	Part Number	Qty
N678	B	Front seatbelt retractor - Inspect - No further action required Drive in/drive out	All	05.10.10 02.02.02	0.1 0.2	N/A	N/A
N678	C	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Ebony	Range Rover	05.10.10 76.73.31	0.1 0.3	KYG500410 LR093785	1 1
N678	D	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Ebony Drive in/drive out	Range Rover	05.10.10 76.73.31 02.02.02	0.1 0.3 0.2	KYG500410 LR093785	1 1
N678	E	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Espresso	Range Rover	05.10.10 76.73.31	0.1 0.3	KYG500410 LR093783	1 1
N678	F	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Espresso Drive in/drive out	Range Rover	05.10.10 76.73.31 02.02.02	0.1 0.3 0.2	KYG500410 LR093783	1 1
N678	G	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Ebony	Range Rover Sport	05.10.10 76.73.31	0.1 0.3	KYG500410 LR112210	1 1
N678	H	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Ebony Drive in/drive out	Range Rover Sport	05.10.10 76.73.31 02.02.02	0.1 0.3 0.2	KYG500410 LR112210	1 1
N678	J	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Espresso	Range Rover Sport	05.10.10 76.73.31	0.1 0.3	KYG500410 LR112209	1 1
N678	K	Front seatbelt retractor - Inspect Front seatbelt retractor - Renew - Espresso Drive in/drive out	Range Rover Sport	05.10.10 76.73.31 02.02.02	0.1 0.3 0.2	KYG500410 LR112209	1 1



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

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

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instructions that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

NOTES:



The dates shown on the seatbelt label and within this campaign are in the following format - DD/MM/YY.



Some variation in the illustrations may occur, but the essential information is always correct.



Seatbelt is also known as safety belt in the TOPIx Workshop Manual.

1. Open the front left door.
2. Locate the label on the front left seatbelt.



Vehicles with **ebony** seatbelts only

3. NOTES:



The date codes and part numbers shown are for illustrative purposes only.



Only inspect the front left seatbelt label.



The label may need to be folded back on itself to view the printed production date.



Take note of the printed date and part number.

Visually inspect both sides of the seatbelt label for the production date and part number.

- If the seatbelt part number is 'CPLA611B09EC8PVJ' and the production date **is** from **07/05/16** up to and including **15/09/16**, **continue to step 5**.
- If the seatbelt part number is 'CPLA611B09EC8PVJ' but the production date **is not** from **07/05/16** up to and including **15/09/16**, **release the vehicle**.
- If the **ebony** seatbelt part number **is not** 'CPLA611B09EC8PVJ', **release the vehicle**.



E306874

Vehicles with **espresso** seatbelts only

4. NOTES:



The date codes and part numbers shown are for illustrative purposes only.



Only inspect the front left seatbelt label.



The label may need to be folded back on itself to view the printed production date.



Take note of the printed date and part number.

Visually inspect both sides of the seatbelt label for the production date and part number.

- If the seatbelt part number is 'CPLA611B09EC8AAM' and the production date **is** from **07/05/16** up to and including **13/09/16**, **continue to step 5**.
- If the seatbelt part number is 'CPLA611B09EC8AAM' but the production date **is not** from **07/05/16** up to and including **13/09/16**, **release the vehicle**.
- If the **espresso** seatbelt part number **is not** 'CPLA611B09EC8AAM', **release the vehicle**.



E306875

5. Renew the front left seatbelt retractor, (see TOPIx Workshop Manual section 501-20: Seatbelt System - Removal and Installation - Front Safety Belt Retractor).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N678

Date: month/year

SAFETY RELATED RECALL- Range Rover and Range Rover Sport - Front Left Emergency Seatbelt Retractor

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified on certain 2016 model year (Canada) and 2016 and 2017 model year (USA) model year Range Rover and Range Rover Sport vehicles where the emergency locking retractor in the safety belt assembly of the front left seat is not to specification. Due to a retailer manufacturing issue, the vehicle-sensitive sensor mechanism does not lock as designed when subjected to the requirements in the regulations.

In the event of a pre-collision braking event, the emergency locking retractor would not lock at the correct design specification G-force level. This could impact the operation of the seatbelt assembly and negatively affect vehicle safety.

Subsequent review of the inspection criteria to qualify OK versus NOT OK parts revealed that the service instruction contained an error. The part number designating NOT OK parts was incorrect, meaning that inspected vehicles were released when they could still contain an at-risk safety belt.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer inspect the seatbelt and replace it where necessary.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover N678	
Certain 2016 model year (Canada) and 2016 and 2017 model year (USA) model year Range Rover and Range Rover Sport vehicles for non-compliance with Federal Motor Vehicle Safety Standard (FMVSS) 209 and for Canada vehicles this also constitutes a non-compliance with CMVSS - Seatbelt Assemblies	

In 2019 a recall was launched to inspect and as needed, repair certain 2016 model year (Canada) and 2016 and 2017 model year (USA) model year Range Rover and Range Rover Sport vehicles where the emergency locking retractor in the safety belt assembly of the front left seat is not to specification due to a retailer manufacturing issue. The vehicle-sensitive sensor mechanism does not lock as designed when subjected to the requirements in Federal Motor Vehicle Safety Standard (FMVSS) 209 - Seatbelt Assemblies. Some affected vehicles require a further inspection.

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 recalling these vehicles?

Answer

The original recall inspection instructions required a combination of the seatbelt manufacturing date and the part number to be inspected. The part number information in the service instruction was incorrect leading to a number of vehicles potentially being inspected and released with the defect still present.

Question 3

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

Answer

The technical issue remains unchanged from that explained in the original N333 recall campaign. It is repeated here for ease of reference. On 1st May 2019 the US safety agency, The National Highway and Transportation Administration (NHTSA) responded to a petition related to non-compliance's inconsequential to motor vehicle safety filed in December 2016, the request was declined.

The performance requirements of FMVSS 208 - Occupant Crash Protection continue to be met. The emergency locking retractor in the safety belt assembly of the front left seat, that is not to specification due to a retailer manufacturing issue, does not meet the pre-collision braking webbing payout requirements.

NHTSA has determined that certain seatbelt assemblies do not fully comply with United States Federal Motor Vehicle Safety Standard (FMVSS) No. 209 (Seatbelt Assemblies) Section S4.3 (j) (2). FMVSS 209 is a component level regulation, FMVSS 208 (Occupant Crash Protection) requires, as stated in S7.1.1.3, a Seatbelt Assembly which meets the requirements of FMVSS 209. As

NHTSA has determined that the component does not comply with FMVSS 209, this also constitutes a non-compliance with FMVSS 208 S7.1.1.3. There is no suggestion that the performance requirements of FMVSS 208 have not been met.

Question 4

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

Answer

Jaguar Land Rover retailers will inform the owners of affected vehicles.

Question 5

Does this concern affect vehicle safety?

Answer

In the event of braking prior to a crash, the ELR would not lock off at the correct design specification g-force level, increasing risk of injury.

Question 6

Has JLR received many complaints?

Answer

No, JLR has not received any consumer complaints in regards to this matter.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents, injuries or fires known to be related to this issue.

Question 8

How was the concern discovered?

Answer

The original issue occurred where the seatbelt retailer, Autoliv notified on JLR 2nd November, 2016 advising that another customer of theirs submitted a 49 CFR 573 Report to NHTSA which stated that the emergency locking retractor in the front left seat assembly may not have been produced to specification.

The incorrect service instruction, the reason for this recall action was detected following internal reviews of service documentation.

Question 9

How long has JLR known about this concern?

Answer

The error in the service instruction was investigated in March 2022.

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? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated. Similarly, there are no concerns with any other service instructions, this is an isolated instance.

Question 11

What has JLR done in production?

Answer

Production vehicles are manufactured with correctly manufacture seatbelt assemblies which meet all regulated performance requirements. The original recall, N333 is now canceled and this recall takes it place.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Retailer/authorized repairers will inspect the seatbelt build date and part number, where needed they will renew the front left seatbelt assembly.

Question 13

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 14

Is the repair available to rework vehicles?

Answer

Yes.

Question 15

How much will the recall cost JLR?

Answer

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

Question 16

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 17

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 30 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 18

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.