



SAFETY RELATED RECALL

Global Recall Action
Number: N768

Changes are highlighted in blue

Subject: Incorrectly Installed Locking Mechanism on Third Row Seat Frame	Publication No.: N768
	Model: Defender (LE)
	Model Year: 2023
	Date of Issue: 28 March 2023

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign supersedes N768 UPS9022-1 with immediate effect.

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 a number of 2023 model year Land Rover Defender 130 vehicles with third-row seats, where an incorrect specification seat back latch component may have been installed on the third-row seat frame. An incorrect specification seat back latch component may result in the seat back not latching properly. Where a permitted child restraint is installed with the top tether secured, the seat structure, where the latch is not operating correctly, will compromise seat strength. In case of a frontal crash of sufficient severity, the seat back deflects more than it should and therefore the child seat occupant is exposed to an increased risk of injury.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

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. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign 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 campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-137.

Transport Canada (TC) reference number: 2023-109.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 2023 model year Defender 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, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 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.

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N768

SROs

Description	SRO	Time
Third row seats - Inspection - No further action	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

NOTES:

- **NAS ONLY - Time for disabling and enabling transit mode is embedded within the 05.10.10 inspection SRO.**
- 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 N768 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	SRO	Time	Part No.	Qty.
N768	A	Third row seats - Inspection - No further action	05.10.10	0.1	N/A	N/A
N768	B	Third row seats - Inspection - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A

NOTES:

- 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.
- **NAS ONLY - Time for disabling and enabling transit mode is embedded within the 05.10.10 inspection SRO.**
- **If the vehicle fails the SERVICE INSPECTION, contact jircamp@jaguarlandrover.com and supply the full 17-digit [Vehicle Identification Number \(VIN\)](#) of the vehicle and continue to quarantine the vehicle and wait for further instructions. DO NOT submit a claim for the inspection, instructions for claiming the inspection that failed will be given with the repair process.**

Where the customer vehicle has failed the inspection, the retailer/authorized repairer **MUST** hold the vehicle and should supply the customer with an appropriate loan vehicle and await the repair process.

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.

Customer Reimbursement and Related Damage Process

NOTE:

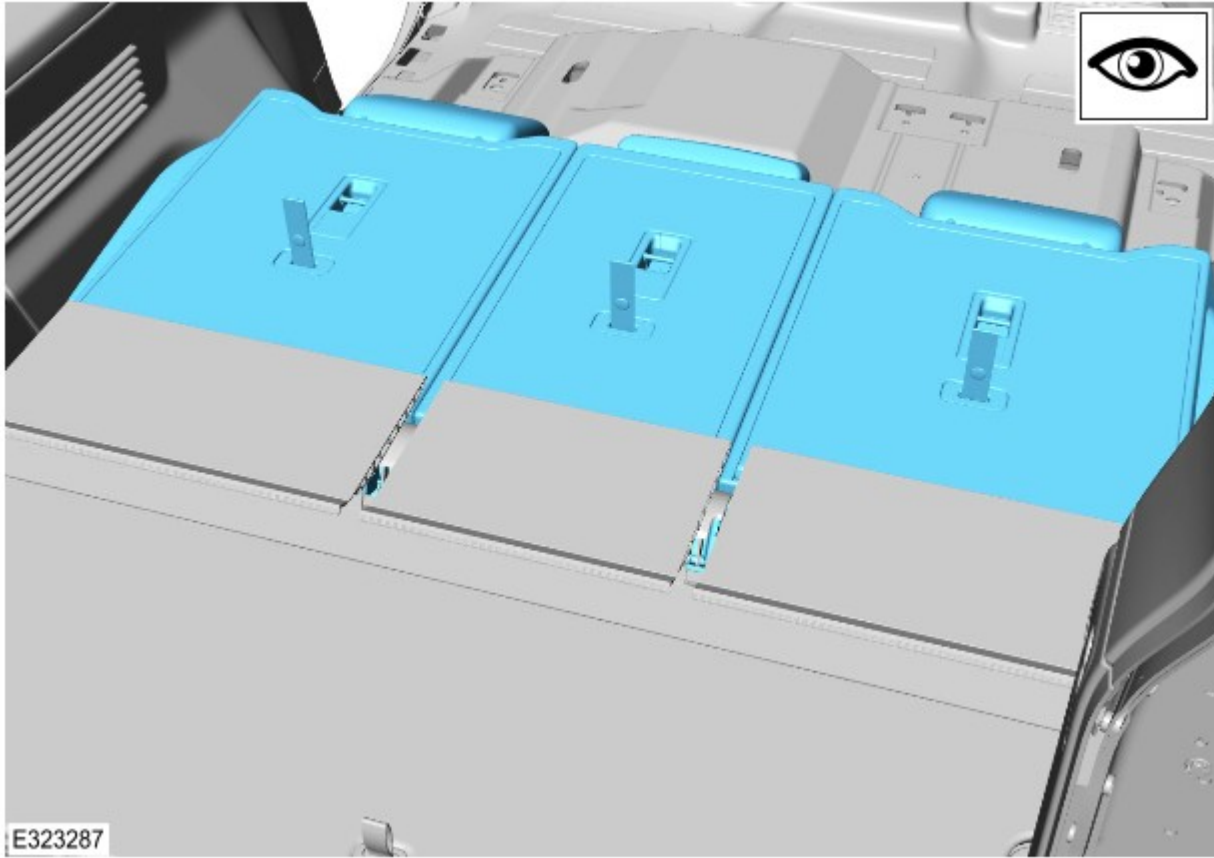
If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSPECTION

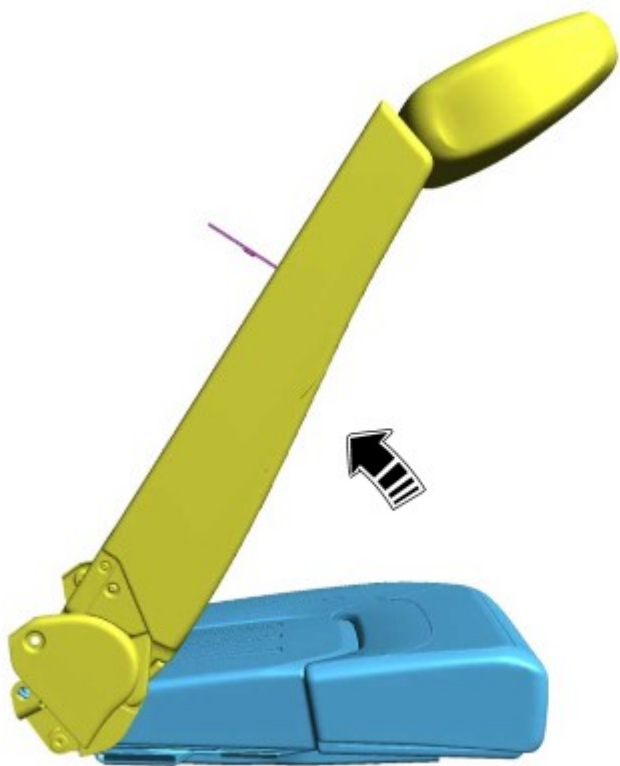
NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Inspect the position of the third row seats. The third row seats must be in the fully folded position before continuing.

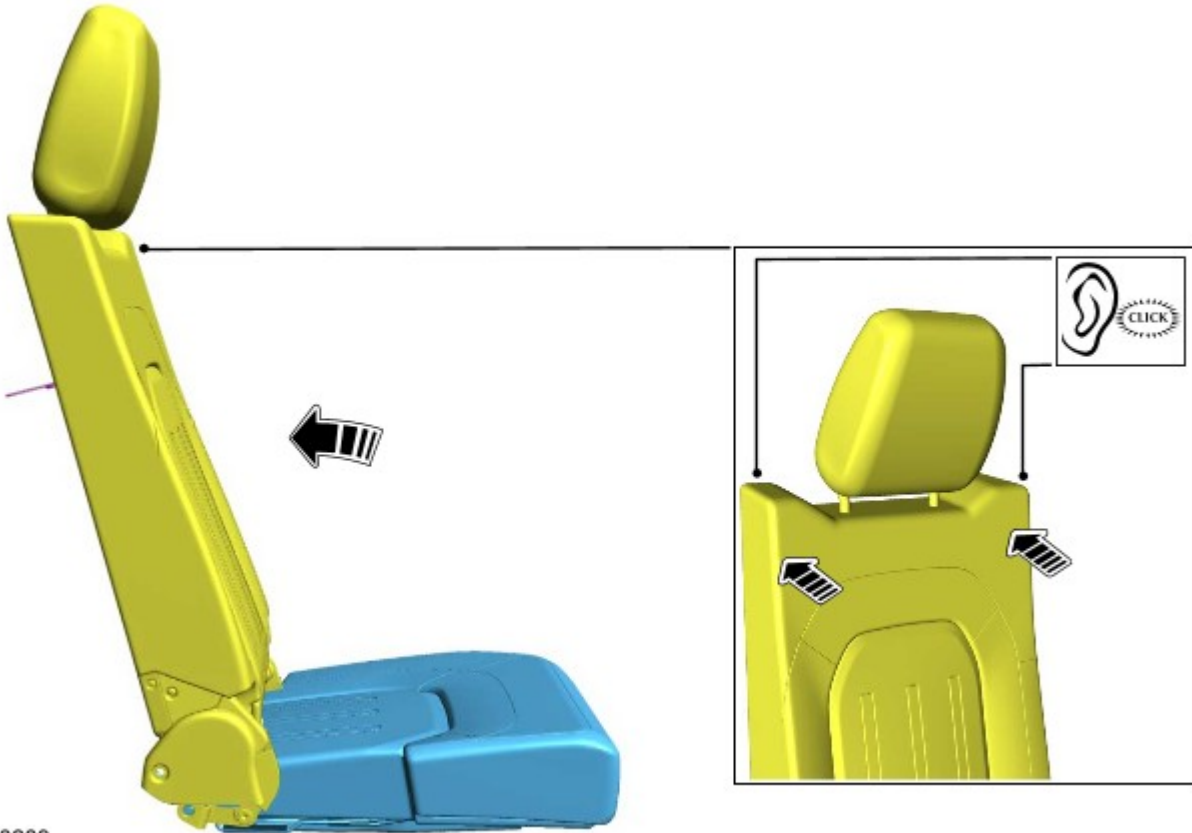


2. Position the left third row seat as shown.



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3. Position the left third row seat into the locked position. **The seat should be moved at a standard operating speed and not too slowly.** An audible 'click' should be heard from both the left and right side of the seat as the seat engages into the locked position.



E323289

4. Repeat steps 2 and 3 an additional 4 times.
5. Repeat steps 2 to 4 for the center **AND** right third row seats.
6. If an audible 'click' **COULD** be heard from both the left and right side of **ALL** third row seats, on **ALL** 5 tests, then the vehicle has **PASSED** the inspection. Release the vehicle.

If an audible 'click' **COULD NOT** be heard from **ONE OR MORE** third row seats, on **ANY** of the 5 tests, then the vehicle has **FAILED** the inspection. Contact jlrcamp@jaguarlandrover.com and supply the full 17-digit [VIN](#) of the vehicle, **continue to quarantine the vehicle and wait for further instructions.** DO NOT submit a claim for the inspection, instructions for claiming the inspection that failed will be given with the repair process.

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: N768

Date: month/year

SAFETY RELATED RECALL - 2023 Model Year Defender - Incorrectly Installed Locking Mechanism on Third Row Seat Frame

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 a number of 2023 model year Defender 130 vehicles with third-row seats, where an incorrect specification seat back latch component may have been installed on the third-row seat frame. An incorrect specification seat back latch component may result in the seat back not latching properly. Where a permitted child restraint is installed with the top tether secured, the seat structure, where the latch is not operating correctly, will compromise seat strength. In case of a frontal crash of sufficient severity, the seat back deflects more than it should and therefore the child seat occupant is exposed to an increased risk of injury.

Customers are advised to contact a Jaguar Land Rover retailer/authorized Repairer should they have any concerns regarding their vehicle. Until such time as the recall is completed, customers should use the installed third-row vehicle seatbelt to secure children in the third-row seats.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will check the third-row seat back latch operation. Where the seat latches operate correctly, no further action is required. Where a latch does not operate properly, the seat frame and associated components will be replaced.

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 N768

2023 model year Defender 130 vehicles with third-row seats, where an incorrect specification seat back latch component may have been installed on the third-row seat frame.

A concern has been identified on a number of 2023 model year Defender 130 vehicles with third-row seats, where an incorrect specification seat back latch component may have been installed on the third-row seat frame.

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 certain Defender models?

Answer

JLR is conducting a voluntary safety recall involving certain 2023 model year Defender 130 vehicles where an incorrect specification seat back latch component may have been installed on the third-row seat frame.

Question 3

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

Answer

An incorrect specification seat back latch component may result in the seat back not latching properly. Where a permitted child restraint is installed with the top tether secured, the seat structure, where the latch is not operating correctly, will compromise seat strength. In case of a frontal crash of sufficient severity, the seat back deflects more than it should and therefore the child seat occupant is exposed to an increased risk of injury.

Question 4

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

Answer

The third-row seat squab may not latch on one side. The seat should click on both sides when locked in the correct seating position.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined this concern represents an unreasonable risk to safety.

Question 6

Has JLR received many complaints?

Answer

There are no warranty claims or field reports related to this matter prior to the Update Prior to Sale (UPS).

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern

Question 8

How was the condition discovered?

Answer

JLR was notified by the retailer of the third-row seat that a concern with the function of the seat back latch had been discovered.

Question 9

How long has JLR known about this problem?

Answer

JLR was notified by the retailer in October 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.

Question 11

What has JLR done in production?

Answer

The producer has corrected the production process, all components manufactured after 23/11/2022 do not contain this defect.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an authorized repairer. The third-row seat back latch operation will be checked. Where the seat latches operate correctly, no further action is required. Where a latch does not operate properly, the seat frame and associated components will be replaced.

There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2023 model year Defender 130 vehicles within the Vehicle Identification Number (VIN) range - SALEA8AW9P2081477 to SALEA8AW0P2185095.

Question 14

Are other JLR models affected by these actions?

Answer

No other models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Parts are currently on order, customers will be contacted when the parts are available for JLR retailers/authorized repairers to conduct this repair.

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 Defender vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at the Land Rover brand web site. Other countries, customers can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

Question 18

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

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 3 hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns regarding their vehicle. Until such time as the recall is completed, customers should use the installed third-row vehicle seatbelt to secure children in the third-row seats.

Note:

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.