



# SERVICE ACTION

Service Action  
Number: Q043

<b>Subject</b>  <b>Seat Belt Tie Bars</b>	Publication No.	501-Q043v2
	Model	Defender 130 with hydraulic platform conversion
	Model Year	1986 to 2006
	VIN Range	Refer to Appendix 1
	Date of Issue:	22 May 2009
	Expiration Date:	31 May 2010

<b>To:</b>	<b>All UK Authorised Repairers</b>
<b>For the Attention of:</b>	<b>The Managing Director</b>
<b>Copies To:</b>	<b>The Service/After Sales Director/Manager The Parts Director/Manager</b>

<b>Related Information</b>	<b>This Service Action is valid for two years only. Repairs must be complete and warranty claims accepted for payment prior to the expiry date at the top of this Service Action.</b>  <b>This Service Action has been re-issued for a change in Parts Information, SROs and the Workshop Procedure.</b>
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## RE: Seat Belt Tie Bars

Dear Colleagues,

During in plant quality inspections it was discovered that the seat belt tie bars were removed from Defender 130 vehicles during the conversion to fit the hydraulic platform and not refitted.

This Service Action affects specific vehicles only; the affected vehicles are listed in Appendix 1.

### Action to be taken

The majority of the vehicles will be in the hands of Fleet owners. You are requested to contact the owners of the affected vehicles and request that the vehicle is made available at the earliest opportunity for the vehicle to be inspected and where necessary the seat belt tie bars to be refitted. A sample owner letter for you to use is attached as Appendix 2.

The workshop procedure is attached as Appendix 3.

**Please ensure you check DDW to ensure the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected.**

**At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.**



## Parts Information

If required the parts from Table 1 should be ordered through Land Rover Parts in the normal manner.

**Table 1**

Description	Part Number	Qty
Seat Belt tie bar	LR010289	2
Flange head bolts	FS108257L	4
M8 Nut	FN108046	4
8mm Washer	WC108056	4 or 6
8mm x 100mm bolt	FB108206	2

## Warranty Information

**Table 2 – SROs**

Description	SRO	Time
Inspect for presence of seat belt tie bars	05.10.10	0.1
Install seat belt tie bar	76.73.89/51	0.3
Drill chassis and install seat belt tie bars	76.73.89/53	0.5
Drive in/drive out	02.02.02	0.2

## GACES Direct Dealer Warranty

Warranty claims should be submitted quoting program code **Q043** together with the relevant option code from Table 3 of this Service Action. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes.

As option codes are used, there is no requirement for you to enter parts or SRO information; these are repeated here for information only.

**Table 3**

Program code	Option	Description	SRO	Time	Parts/Sundry Item Code	Qty/Value
Q043	A	Inspect for presence of seat belt tie bars - no further action required	05.10.10	0.1	N/A	1
Q043	K	Inspect for presence of seat belt tie bars – no further action required Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	1
Q043	B	Inspect for presence and install replacement seat belt tie bars	76.73.89/51	0.3	LR010289 FS108257L FN108046 WC108056	2 4 4 4
Q043	C	Inspect for presence and install replacement seat belt tie bars Drive in/drive out	76.73.89/51 02.02.02	0.3 0.2	LR010289 FS108257L FN108046 WC108056	2 4 4 4



Program code	Option	Description	SRO	Time	Parts/Sundry Item Code	Qty/ Value
Q043	D	Inspect for presence of seat belt tie bars. Drill chassis and install replacement seat belt tie bars	76.73.89/53	0.5	LR010289 FS108257L FN108046 WC108056 FB108206 ZZZ001	2 4 2 6 2 £15.00
Q043	E	Inspect for presence of seat belt tie bars. Drill chassis and install replacement seat belt tie bars Drive in/drive out	76.73.89/53 02.02.02	0.5 0.2	LR010289 FS108257L FN108046 WC108056 FB108206 ZZZ001	2 4 2 6 2 £15.00

An allowance of £15.00 will be paid to cover the cost of the paint touch up stick against sundry item code 'ZZZ001'.

**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 Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Service Action.

Yours faithfully

K Phelps  
Director - Service Operations

**Attached:**                    **Appendix 1 – Affected Vehicles**  
                                     **Appendix 2 – Sample owner letter**  
                                     **Appendix 3 – Workshop Procedure**

**Appendix 1 – Affected vehicles**

LD106313	LD106640	LD107304	LD107368	LD107426
LD112514	LD112769	LD112832	LD112841	LD112874
LD113334	LD113389	LD113397	LD113483	LD113685
LD114031	LD114382	LD118579	LD118618	LD118836
LD119006	LD125240	LD133671	LD133823	LD140027
LD140410	LD140517	LD141235	LD141295	LD141505
LD146097	LD161773	LD161803	LD161973	LD162135
LD162888	LD162969	LD163007	LD164290	LD165634
LD165714	LD166339	LD166369	LD166430	LD166469
LD166590	LD166714	LD167106	LD167112	LD167118
LD167125	LD169642	LD169967	LD171147	LD173092
LD174619	LD177824	LD179642	LD182488	LD182633
LD183134	LD183144	LD186687	LD192596	LD196820
LD262449	LD262967	LD262979	LD262985	LD286959
LD286976	LD287110	LD287351	LD351283	LD354944
LD354972	LD355186	LD356003	LD356039	LD356322
LD356341	LD356550	LD359572	LD359820	LD359829
LD369457	LD370805	LD371859	LD381935	LD382015
LD382027	LD382059	LD382076	LD382110	LD382183
LD382202	LD382289	LD382343	LD382392	LD382396
LD382469	LD382568	LD382597	LD382619	LD382643
LD382654	LD382663	LD382767	LD382789	LD382806
LD382869	LD382881	LD382892	LD382973	LD384887
LD384889	LD387343	LD387556	LD387666	LD387674
LD387716	LD387735	LD387757	LD387774	LD388118
LD388322	LD388621	LD388889	LD389090	LD389431
LD389644	LD389855	LD391205	LD391236	LD391238
LD392027	LD392114	LD392119	LD392283	LD392288
LD392502	LD392505	LD392611	LD392724	LD392973
LD395469	LD395471	LD395473	LD395479	LD395484
LD395576	LD395826	LD408642	LD408706	LD418636
LD418917	LD419178	LD419256	LD423686	LD423762
LD439112	LD444286	LD444290	LD444298	LD444401
LD444412	LD444494	LD444661	LD444690	LD444691
LD444741	LD444918	LD444932	LD444957	LD445004
LD445024	LD445069	LD445089	LD445217	LD445240
LD445332	LD457650	LD458722	LD478251	LD482014
LD482238	LD482967	LD483833	LD483903	LD486080
LD486156	LD486510	LD589983	LD590025	LD600833
LD602357	LD602381	LD602464	LD604430	LD604457
LD606708	LD606765	LD606786	LD606864	LD606870
LD606872	LD607249	LD607272	LD607288	LD607296
LD607337	LD607384	LD607717	LD607741	LD607903
LD610328	LD611094	LD611128	LD612802	LD612860
LD613200	LD613226	LD613568	LD613580	LD619786



LD623471	LD623536	LD623616	LD623859	LD623879
LD624127	LD624440	LD624506	LD624639	LD625312
LD625469	LD625795	LD625811	LD626019	LD626202
LD626276	LD626334	LD626827	LD626910	LD627209
LD627281	LD627345	LD627628	LD627946	LD634621
LD637616	LD639589	LD640450	LD641213	LD641231
LD642020	LD642055	LD642073	LD642423	LD642499
LD642509	LD642535	LD643955	LD644068	LD646630
LD657619	LD657837	LD658102	LD658165	LD658775
LD658973	LD659046	LD659334	LD659541	LD659570
LD659620	LD659983	LD662362	LD662541	LD663772
LD663857	LD664252	LD664274	LD664432	LD664454
LD664566	LD664774	LD665019	LD666016	LD669262
LD669803	LD670554	LD670633	LD671143	LD671179
LD671563	LD671678	LD672104	LD672747	LD675782
LD676492	LD678531	LD679923	LD681042	LD682452
LD686649	LD687704	LD692015	LD692069	LD692445
LD692534	LD693661	LD693926	LD693965	LD694128
LD694340	LD694445	LD700730	LD703326	LD704716
LD705350	LD707197	LD707419	LD707659	LD709324
LD710439	LD710483	LD712785	LD714034	LD714454
LD714560	LD714942	LD715839	LD716077	LD720925
LD721059	LD721086	LD721590	LD721900	LD722242
LD722443	LD722745	LD722753	LD722984	LD723040
LD723229	LD723277	LD723295	LD723355	LD723367
LD723391	LD723415	LD723427	LD726456	LD729244
LD729376	LD729624	LD900236	LD900286	LD900318
LD900332	LD900485	LD901252	LD902122	LD902248
LD903396	LD905257	LD905631	LD906260	LD906496
LD909335	LD910626	LD914475	LD917888	LD919674
LD919718	LD920049	LD920083	LD921525	LD923122
LD923213	LD924120	LD924216	LD925162	LD926137
LD926286	LD930077	LD931771	LD931873	LD931930
LD932038	LD932056	LD933265	LD933540	LD935038
LD935560	LD935885	LD936085	LD936149	LD936302
LD936373	LD936409	LD936524	LD936828	LD937326
LD937431	LD939423	LD940515	LD940547	LD944520
LD946958	LD959949	LD962689	LD962711	LD962813
LD962854	LD962868	LD962884	LD962956	LD970009
LD990526	LD990583			

**Appendix 2 – Sample owner letter**

Name

Address line 1

Address line 2

Post Code

Vehicle Identification Number (VIN) 900000

Registration Number AANNNA

Date: Month/Year

**IMPORTANT INFORMATION****1986 to 2006 Model Year Defender 130 vehicles  
fitted with hydraulic platform****Seat Belt Tie Bars – Q043**

Land Rover is undertaking a no-charge Customer Satisfaction Program (Program Number Q043) for owners of 1986 to 2006 model year Defender 130 vehicles which have been converted to accommodate a hydraulic platform.

**Reason for this Program**

The affected vehicles may not have had the seat belt tie bars refitted to the vehicle during the conversion process. The seat belt tie bars aid seat belt anchorage robustness.

Investigations have determined that your vehicle may be affected by this concern.

**What your dealer will do**

Your vehicle will be inspected to ensure that the seat belt tie bars are present. If they are not, new tie bars will be fitted. We (or any other Authorized Repairer) can carry out the modification and the work will be carried out completely free of charge.

**What we are asking you to do**

Call us or your preferred Authorized Repairer as soon as is convenient. Provide us with your vehicle identification number (VIN - located at the beginning of this letter) and vehicle registration number; and ask for a service date for Customer Satisfaction Program Q043.

When you bring your vehicle in, show our service staff this letter. If you misplace this letter, we will still do the work, free-of-charge.

**How long will it take?**

The repair process should take no longer than half an hour although your vehicle may be required for a longer time due to service scheduling requirements.

**If you have concerns**

If you experience any problems getting your vehicle repaired promptly and without charge, please contact (Name), our Service Manager for assistance.

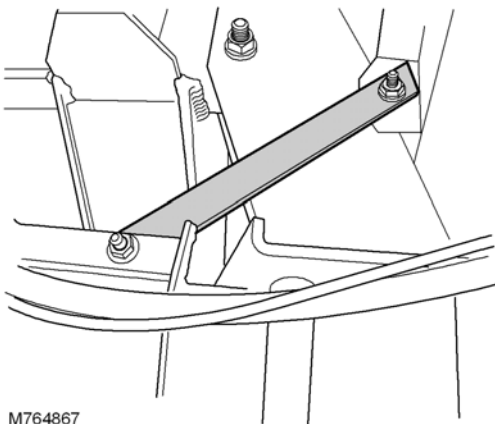
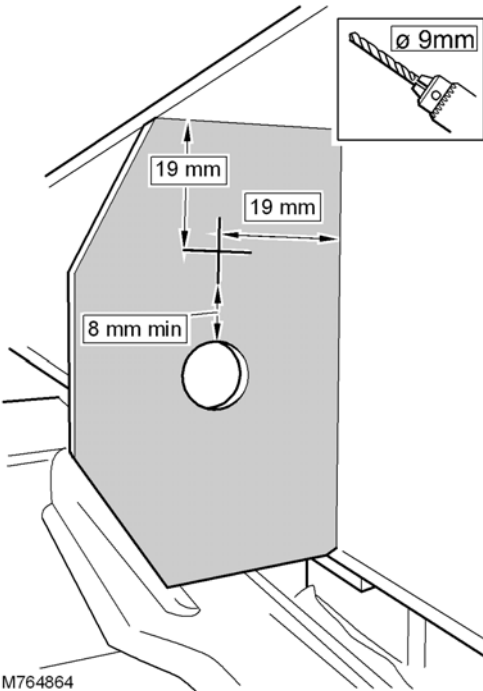
Should you have any queries or concerns that we cannot address, please contact Land Rover Customer Relationship Centre on (enter relevant telephone number), and they will be pleased to help.

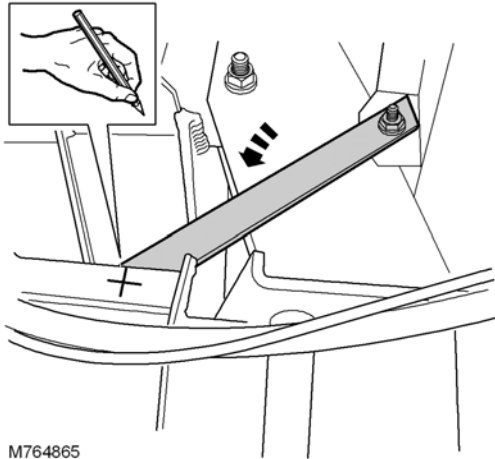
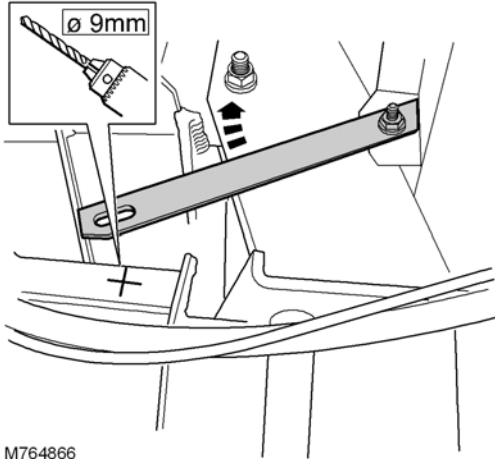
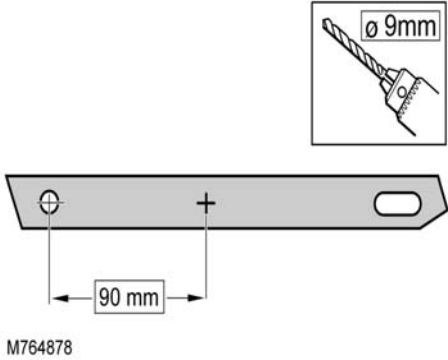
Thank you for your attention to this important matter.

Yours sincerely

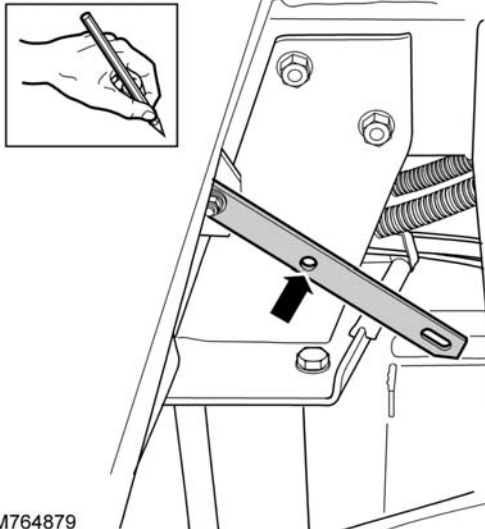
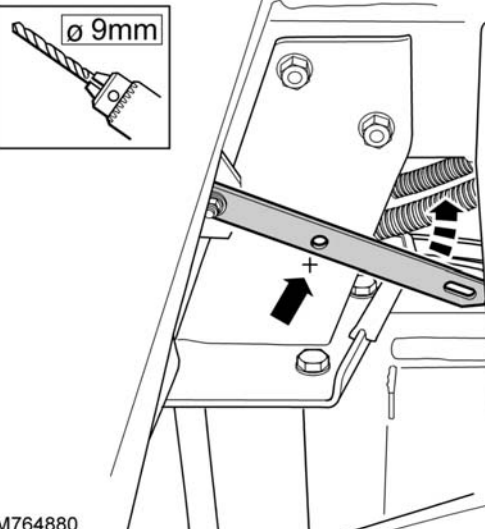
Dealer Principal

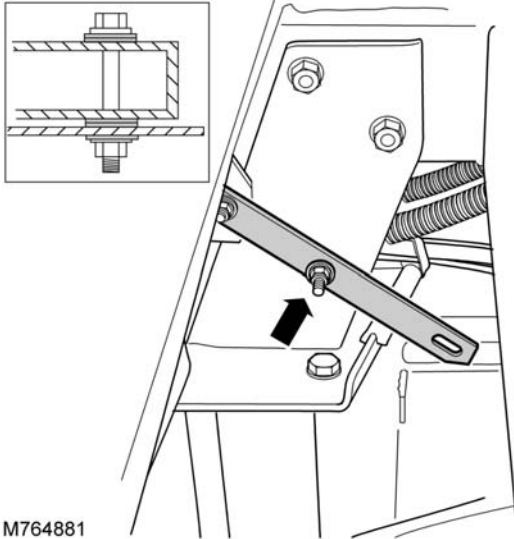
# Appendix 3 – Workshop Procedure

Item	Description	
1	From under the vehicle, inspect for the presence of the seat belt tie bars (see Fig. 1).	 <p>M764867</p>
		Fig. 1
	If installed, return the vehicle to customer. If not installed, carry on from step 2.	
2	Raise the front of the vehicle and support with two stands (see Global Technical Reference GTR Workshop Manual, section: 100-02).	
3	<p>If required, drill a new 9mm hole when the existing hole is covered by the Hydraulic Platform mounting leg (see Fig. 2).</p> <ul style="list-style-type: none"> <li>Using a suitable touch-up stick, touch up the affected paintwork in the drilled hole.</li> </ul>	 <p>M764864</p>
		Fig. 2
4	<p><b>NOTE: Please check that the lower chassis bracket (shown in step 5, Fig. 3) is there before attaching the tie bar.</b></p> <p>Loosely attach the Tie bar to the hole using the M8 bolt, washer and nut.</p>	

5	<p><b>NOTE: If the lower chassis bracket is missing, carry on from step 11.</b></p> <p>Align the lower end of the Tie Bar onto the bracket on the chassis.</p> <ul style="list-style-type: none"> <li>Mark the chassis bracket through the Tie Bar lower mounting hole (see Fig. 3).</li> </ul>	 <p>M764865</p>
		Fig. 3
6	<p>Move the Tie Bar aside and drill a 9mm hole through the bracket (see Fig. 4).</p>	 <p>M764866</p>
		Fig. 4
7	Using a suitable touch-up stick, touch up the affected paintwork in the drilled hole.	
8	Fix the lower end of the Tie Bar to the chassis using M8 bolt, washer and nut.	
9	Tighten the upper and lower fixings to 22Nm +/- 1Nm.	
10	Carry out steps 2 to 9 to the opposite side of the vehicle seat belt tie bar, then go to step 18.	
11	<p>Drill a new 9mm hole 90mm from the existing hole (see Fig. 5)</p> <ul style="list-style-type: none"> <li>Then touch up the affected paintwork in the hole.</li> </ul>	 <p>M764878</p>
		Fig. 5
12	Loosely attach the Tie bar to this hole using the M8 bolt, washer and nut.	



13	<p>Align the lower end of the Tie Bar onto the box bracket (see Fig. 6).</p> <ul style="list-style-type: none"> <li>Mark the chassis bracket.</li> </ul>	 <p>M764879</p>
14	<p>Move the Tie Bar aside and drill a 9mm hole through the box bracket (see Fig. 7).</p> <ul style="list-style-type: none"> <li>Then touch up the affected paintwork in the hole.</li> </ul>	<p>Fig. 6</p>  <p>M764880</p> <p>Fig. 7</p>

15	<p>Fix the lower end of the Tie Bar to the chassis using bolt (FB108206), washer and nut.</p> <ul style="list-style-type: none"> <li>• Install nut bolts and 3 washers as shown in fig. 8.</li> </ul>	 <p>M764881</p>
		Fig. 8
16	Tighten the upper and lower fixings to 22Nm +/- 1Nm.	
17	Carry out steps 11 to 17 to the opposite side of the vehicle seat belt tie bar.	
18	Lower the vehicle (see Global Technical Reference GTR Workshop Manual, section: 100-02).	