



SERVICE BULLETIN

Non-Compliance Recall P042: Front Directional Indicator Lamp Software Concern

11-APR-14 | No.: SRE14-04 | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES SRE14-02

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall involving certain 2014 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Non-Compliance Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$7,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

A total of 5,238 2014 model year Land Rover Range Rover vehicles are affected in the USA. The VIN range of affected vehicles is EA124982-EA142563.

DESCRIPTION OF DEFECT

A concern has been identified where in the event of a front directional indicator lamp failure the required audible and visual warning, (double click/double flash warning) required to comply with Federal Motor Vehicle Safety Standard (FMVSS) 108 is not provided. The driver will not be alerted to a failure of one or both of the front directional indicators.

EFFECT ON VEHICLE OPERATION

In a failed condition, other oncoming road users will not know the intended direction of the vehicle and this could lead to an increased risk of a vehicle crash.

SERVICE PROGRAM / REWORK ACTION

Refer to Technical Bulletin P042NAS, *Non-Compliance Recall: Car Configuration File Latest Updates*, for complete repair information. There will be no charge to owners for this repair.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'P042' and **HOLD** all affected new vehicles in your control and withhold them from onward distribution pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

Non-Compliance Recall P042 supersedes Service Action Q365 with immediate effect. Vehicles previously updated as part of Service Action Q365 are not affected by Non-Compliance Recall P042.

Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar

Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.


PARTS

No parts necessary

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

 **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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.

Warranty claims must be submitted quoting Program Code 'P042' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
P042	B	Update car configuration file	86.90.24	0.2	-	-
P042	C	Update car configuration file Drive in/drive out	86.90.24 02.02.02	0.2 0.2	- -	- -

 **NOTE:** Normal Warranty policies and procedures apply

Non-Compliance Recall P042: Sample Owner Letter

Non-Compliance Recall P042 – Car Configuration File Latest Updates

Vehicle Affected: Range Rover

Model Year: 2014

Dear Range Rover Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Land Rover Range Rover vehicles. Your vehicle is included in this Recall action.

What is the concern?

A limited number of 2014 model year Range Rover vehicles do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 108. In the event of a front directional indicator lamp failure the required audible and visual warning, (double click/double flash warning) is not provided. The driver will not be alerted to a failure of one or both of the front directional indicators.

What will Land Rover and your Land Rover Retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will update your vehicle with the latest software. There will be no charge for this repair.

What should you do?

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have program P042 completed on your vehicle.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please forward this recall notification to the lessee within TEN days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this Recall program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Experience Manager

Sample

Non-Compliance Recall P042: Technical Q & A

Main Message: A concern has been identified where in the event of a front direction indicator lamp failure the legally mandated audible and/or visual warning, (double click/double flash warning) required to comply with United Nations Economic Commission for Europe (ECE) Regulation number 48, Federal Motor Vehicle Safety Standard (FMVSS) 108, Canada Motor Vehicle Safety Standard (CMVSS) 108 and equivalent lighting installation regulations around the world is not provided. The driver will not be alerted to a failure of one or both of the front directional indicators. In a failed condition other oncoming road users will not know the intended direction of the vehicle.

Q 1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q 2 Why is Jaguar Land Rover Limited recalling certain Range Rover vehicles?

A Jaguar Land Rover is conducting a voluntary non-compliance recall involving 2014MY Range Rover vehicles. A concern has been identified where in the event of a front direction indicator lamp failure the required audible and visual warning, (double click/double flash warning) required to comply with United Nations Economic Commission for Europe (ECE) Regulation number 48, Federal Motor Vehicle Safety Standard (FMVSS) 108, Canada Motor Vehicle Safety Standard (CMVSS) 108, and equivalent lighting installation regulations around the world is not provided.

Q 3 Can you tell me more about what is wrong with the vehicles?

A Due to a software concern with the Car Configuration File (CCF), the driver will not be alerted to a failure of one or both of the front directional indicators. In a failed condition other oncoming road users will not know the intended direction of the vehicle and this could lead to an increased risk of a vehicle crash.

Q 4 How would the customer become aware of potentially having this concern?

A The driver would not be aware of this issue via the required visual and audible warnings. The driver would only be aware of a front direction indicator lamp failure by looking at the front of the vehicle from the outside.

Q 5 Does this concern affect vehicle safety?

A It is highly unlikely that vehicles will suffer a front direction indicator failure and as such, the safety risk is extremely low. However, where the front indicators have failed, the absence of the legally required warning means required corrective actions to remedy the front direction indicator failure may not be undertaken. In a failed condition other oncoming road users will not know the intended direction of the vehicle and this could lead to an increased risk of a vehicle crash.

Q 6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received one field report of this issue.

Q 7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is not aware of any accidents, injuries or fires which have been attributed to this issue.

Q 8 How was the condition discovered?

A Jaguar Land Rover received a field report in February 2014 and conducted an engineering investigation to determine if this one report was indicative of the production condition of every 2014MY Range Rover vehicle.

- Q 9** How long has Jaguar Land Rover known about this problem?
A Jaguar Land Rover received the field report in February 2014.
- Q 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?
A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q 11** What has Jaguar Land Rover done in production?
A Production vehicles are fitted with the latest software which corrects the concern with the front directional indicator lamp.
- Q 12** What will Authorized Repairers do to the vehicles?
A Authorized repairers will update the vehicles with the latest software.
- Q 13** Which vehicles are affected by this recall?
A 2014 Model Year Range Rover vehicles manufactured at Land Rover's Solihull manufacturing plant within the following VIN range and dates are potentially effected: Range Rover SALGV2EF0EA124983 to SALGS2WF8EA142564 May 7, 2013 to October 10, 2013
- Q 14** Are other Jaguar Land Rover models affected by these actions?
A No other models are known to be affected by this condition, other than those listed on this document.
- Q 15** Are parts available to rework vehicles?
A This is a software issue only; no parts are required to rework these vehicles.
- Q 16** How much will the recall cost Jaguar Land Rover?
A Cost was not a factor in deciding to recall these vehicles.
- Q 17** How do I know if my Range Rover vehicle is affected?
A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover Authorized repairer for the work to be carried out.
- Q 18** How long does it take for the vehicle to be inspected and repaired?
A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 20 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q 19** Can I continue to drive my Range Rover vehicle safely until it has been recalled?
A Customers are advised to contact a Land Rover Authorized repairer should they have any concerns regarding their vehicles.

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.