



ABOVE & BEYOND

SAFETY RECALL P062 (NHTSA# 15V-214): DYNAMIC STABILITY CONTROL FUNCTIONALITY

SERVICE BULLETIN

16-APR-15

NO.: SRE15-10

SECTION: RECALL

MARKET: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving 2015 model year Land Rover LR4 (LA) 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.

THIS BULLETIN UPDATES SRE15-09

AFFECTED VEHICLES

A total of 2687 vehicles are affected.

The VIN range of affected vehicles is LR4 FA736361 – FA761160.

DESCRIPTION OF DEFECT

A concern has been identified with the Anti-lock Brake System (ABS) software on 2015 Model Year LR4 vehicles that effects the operation of the Dynamic Stability Control Functionality.

EFFECT ON VEHICLE OPERATION

At each ignition on transaction, ABS software is designed to check the condition of the ABS and associated network to confirm it is free of defects. This is known as a 'Good Check'. On Land Rover **LR4** 2015 MY vehicles the ABS software, 'Good Check' function has not been correctly installed into the ABS software.

Vehicles installed with a cooled floor console stowage compartment, when the ignition is switched off, generate a back spike Electro Magnetic Flux which causes the ABS control unit to remain 'awake' for longer than the design specification 100ms. During this unexpected 'awake' period, the ABS system continues to run self-diagnostic routines.

Other systems have already shut-down as part of normal ignition-off operations and as a result, the ABS system fails to detect the presence of key components. This causes the ABS system to record a Diagnostic Trouble Code (DTC) and log this detected fault. At next ignition on, the system, as no 'Good Check' is present, flags a Dynamic Stability Control (DSC) defect.

The DSC warning indicator is illuminated in the instrument cluster and the Yaw Stability Control (YSC), Electronic Traction Control (ETC) and Hill Descent Control (HDC) systems are disabled both for the current ignition cycle and because the 'Good Check' is missing, the 'fault' is perpetuated for subsequent ignition cycles until cleared by a retailer.

Furthermore, the air suspension goes into 'Safe Mode', lowering to its lowest setting. An amber warning indicator illuminates and a message 'Suspension Fault' is displayed on the instrument cluster message center. Electronic Brake Force Distribution (EBD) & ABS remain fully operational and unaffected by this condition.

Vehicles in this condition, where DSC intervention would normally engage, may lose stability and this could increase the risk of a vehicle crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who will update the vehicle's Anti-lock Brake System Control Module (ABS) software to the latest level.

Refer to Technical Bulletin P062NAS, *Safety Recall: Dynamic Stability Control Functionality*, for complete repair details. There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 06 June 2015.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure that the vehicle is affected by Program Code 'P062' and to **HOLD** only affected new vehicles in the above VIN range that are 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.

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 required.

TOOLS

Refer to the Technical Bulletin noted above for any required tools

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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 'P062' together with the relevant Option Code from the table. SRO information is 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. 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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
P062	B	Configure ABS control module	70.90.03	0.3
P062	C	Configure ABS control module Drive in/Drive out	70.90.03 02.02.02	0.3 0.2

Normal Warranty policies and procedures apply

SAFETY RECALL P062: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

June 2015

RE: Safety Recall P062 – Dynamic Stability Control Functionality

Vehicle Affected: LR4

Model Year: 2015

National Highway Traffic Safety Administration Recall Number: 15V-214

Dear Land 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 2015 model year Land Rover LR4 vehicles. Your vehicle is included in this Recall action.

What is the concern?

The Anti-Lock Brake System (ABS) software installed in your vehicle controls a number of related vehicle systems including Dynamic Stability Control (DCS), Yaw Stability Control (YSC), Electronic Traction Control (ETC) and Gradient Release Control. The ABS system software in your vehicle contains a flaw which can cause the aforementioned systems to be inoperative.

You may notice the illumination of the DSC warning indicator along with instrument cluster message center text warnings and lowering of the suspension as a consequence of this defect. The ABS will continue to operate but DSC, YSC, ETC and Gradient Release Control will not until the software is updated. This condition is more likely to occur where vehicles are fitted with a cooled floor console stowage compartment.

Vehicles in this condition, where DSC intervention would normally engage, may lose stability and this could increase the risk of a vehicle crash.

What Jaguar Land Rover Limited and your Land Rover retailer will do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will update your vehicle's Anti-lock Brake System Control Module (ABS) software to the latest level. There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code P062.

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 and vehicle conditioning.

Attention Leasing Agencies: Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

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 Centre at 1-800-637-6837, 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 Centre
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 1-888-327-4236 (TTY: 1-800-424-9153), 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. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky
Customer Relationship Centre Manager

SAFETY RECALL P062: TECHNICAL Q & A

Main Message: A concern has been identified with the software within the Anti-lock Brake System (ABS) which was introduced at 2015 Model Year to support the introduction of a new Integrated Monitoring Unit on Land Rover LR4 vehicles.

At each ignition cycle, ABS software is designed to check the condition of the ABS and associated network to confirm it is free of defects. This is known as a 'Good Check'. On Land Rover LR4 2015 MY vehicles the ABS software, 'Good Check' function has not been correctly installed into the ABS software.

Q1 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.

Q2 Why is Jaguar Land Rover Limited recalling certain LR4 vehicles?

A With vehicles in this condition, Dynamic Stability Control (DSC) may not function and it could result in a loss of stability and increase the risk of a vehicle crash.

Q3 Can you tell me more about what is wrong with the vehicles?

A Vehicles installed with a cooled floor console stowage compartment, when the ignition is switched off, can generate a back spike Electro Magnetic Flux which causes the ABS control unit to remain 'alive' for longer than the design specification 100ms. During this unexpected 'alive' period, the ABS system continues to run self-diagnostic routines. Other systems have already shut-down as part of normal ignition-off operations and as a result, the ABS system fails to detect the presence of key components. This causes the ABS system to record a Diagnostic Trouble Code (DTC) and log this detected fault. At next ignition on, the system flags a DSC defect as no 'Good Check' is present.

Q4 How would the customer become aware of potentially having this concern?

A The DSC warning indicator is illuminated in the instrument cluster and the Yaw Stability Control (YSC), Electronic Traction Control (ETC) and the Gradient Release Control systems are disabled both for the current ignition cycle and because the 'Good Check' is missing, the 'fault' is perpetuated for subsequent ignition cycles until cleared by a retailer. Furthermore, the air suspension goes into 'Safe Mode', lowering to its lowest setting. An amber warning indicator illuminates and a message 'Suspension Fault' is displayed on the instrument cluster. The vehicle will not automatically restrict its maximum speed and no speed restriction message will be available to the driver. Note: Electronic Brake Force Distribution (EBD) & ABS remain fully operational and unaffected by this condition.

Q5 Does this concern affect vehicle safety?

A Yes. Jaguar Land Rover has determined that this condition does pose a safety risk which is why a safety recall is being conducted.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of customer complaints relating to this issue.

Q7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is unaware of any accident, injuries or fires which have been attributed to this issue.

Q8 How was the condition discovered?

A Jaguar Land Rover was alerted to this concern through quality data reporting systems.

Q9 How long has Jaguar Land Rover known about this problem?

A The realization of a pattern of DSC failures was recognized in early April 2015.

- Q10 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.
- Q11 What has Jaguar Land Rover done in production?**
- A** Revised ABS software, including the 'Good Check' function, has been introduced into the Bosch supplied electronic control modules.
- Q12 What is the repair for this issue?**
- A** Retailers will re-flash the ABS module with the correct software.
- Q13 Which vehicles are affected by this recall?**
- A** 2015 Model Year LR4 vehicles built from 19th August 2014 to 9th February 2015 inclusive are affected.
- Q14 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.
- Q15 Are parts available to rework vehicles?**
- A** This repair requires software only and this is now available.
- Q16 How much will this recall cost Jaguar Land Rover?**
- A** Cost was not a factor in deciding to recall these vehicles.
- Q17 How do I know if my 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.
- Q18 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 30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q19 Can I continue to drive my 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.