



ABOVE & BEYOND

# SAFETY RECALL P091 (NHTSA # 16V-614): 9 SPEED GEAR BOX HARNESS CRIMP

# SERVICE BULLETIN

04-OCT-16

NO.: SRE16-08

SEC.: RECALL

MKT.: 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 certain 2015 model year Land Rover Discovery Sport and 2014-2015 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to the proposed 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 \$21,000.00 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 SRE16-07**

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may have insufficient crimps in a transmission wiring harness which may cause an unexpected shift to neutral resulting in a sudden loss of motive power.

## AFFECTED VEHICLE RANGE

**NOTE: the total number of affected vehicles has been reduced since the publication of Service Bulletin SRE16-07.**

Discovery Sport (L550)

Model Year ..... 2015

VIN: ..... SALCT2BG0FH500429-SALCR2BG3FH501413

Range Rover Evoque (L538)

Model Year ..... 2014

VIN: ..... SALVT1BG1EH795896-SALW2BGXEH955595

Range Rover Evoque (L538)

Model Year ..... 2015

VIN: ..... SALVT2BG0FH932947-SALVT2BG4FH996084

..... SALVP2BG5FH000134-SALVP2BG1FH077907

A total of 10,455 vehicles are potentially involved in this Recall action.

Visit the InfoTrail website for a [list of affected unsold vehicles](#) (as of 03 October 2016).

## EFFECT ON VEHICLE OPERATION

The customer may experience a sudden loss of motive power.

**OWNER NOTIFICATION**

Mailing of owner notification letters will occur on or before 14 October 2016. This letter will advise owners that a remedy is currently not available but is expected shortly.

**SERVICE PROGRAM / REWORK ACTION**

Once the remedy is available, owners will receive a second letter advising them of this, along with a request to contact their Land Rover retailer to schedule an appointment to have their vehicle's transmission control module software updated.

There will be no charge to owners for this action.

**ACTION TO BE TAKEN**

Check DDW to ensure that the vehicle is affected by Program Code **P091** prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

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.

A Technical Bulletin will be published once the transmission control module (TCM) software repair instructions are finalized. This is currently scheduled for early-November 2016.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.

# SAFETY RECALL P091 (NHTSA # 16V-614): SAMPLE OWNER LETTER

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

October 2016

**RE: SAFETY RECALL P091: 9 Speed Gear Box Harness Crimp**

**Vehicles Affected:**

**Discovery Sport – Model Year 2015**

**Range Rover Evoque – Model Year 2014–2015**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-614**

**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 North America has decided that a defect relating to motor vehicle safety exists in certain 2015 model year Discovery Sport and 2014–2015 model year Range Rover Evoque vehicles.

Your vehicle is included in this Safety Recall.

**What is the concern?**

A concern has been identified with insufficient crimps in a transmission wiring harness. This may cause the vehicle to shift into neutral while driving, resulting in an unexpected loss of motive power which may lead to increased risk of a crash.

Software to update vehicles to remedy this is not currently available but is nearing development completion and is anticipated to be available in early November 2016. Until such time, should you experience the condition described above, as soon as it is convenient, switch the engine off and after 20 seconds, switch the engine back on. It is highly likely that this will reset the transmission and allow motive power to be regained for journey continuation. If you do experience this issue, please make an appointment with your preferred retailer where they can check the condition of your vehicle.

**What will Land Rover North America and your Land Rover retailer do?**

When the transmission software is available, you will be notified by a second mailing and instructed to take your vehicle to a Land Rover retailer who will inspect the automatic transmission serial number and, if required, update the transmission control module software to initiate a “limp home” mode where this condition is detected.

There will be no charge for this repair.

**What should you do?**

Once the software is available and you receive the second mailing, you will be asked to make an appointment with your preferred retailer to have the transmission control module software update applied to your vehicle.

**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?**

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Land Rover retailer, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9.

You can also contact Land Rover North America by email. Visit the website [www.landroverusa.com](http://www.landroverusa.com), select 'Contact Us', and send an email from the 'Email Land Rover' link.

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

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

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 [www.safercar.gov](http://www.safercar.gov) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover North America, in cooperation with your authorized retailer, will strive to minimize any inconvenience to you caused by this Recall.

Sincerely,

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

Peter Pochapsky  
Customer Relationship Centre Manager