



ABOVE & BEYOND

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

## SERVICE BULLETIN

01-DEC-16

NO.: SRE16-09

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 SRE16-08**

### 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

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.

### 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 the week of 5 December 2016. This letter will advise owners that a remedy is currently available for their vehicle.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail with a second letter advising them 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.

Refer to Technical Bulletin P091NAS, *Safety Recall: 9-Speed Transmission Harness Crimp*, for detailed repair instructions.

## 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 the Program Code together with the relevant Option Code from the table. SRO and parts 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)	PART NO. / SUNDRY CODE	QTY. / VALUE
<b>P091</b>	<b>A</b>	Check Calibration files - No further action	44.90.89.39	0.10	-	-
<b>P091</b>	<b>K</b>	Check Calibration files - No further action	44.90.89.39	0.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-

<b>P091</b>	<b>B</b>	Check and configure the transmission control module	44.90.89.40	0.20	-	-
<b>P091</b>	<b>C</b>	Check and configure the transmission control module	44.90.89.40	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*

## **SAFETY RECALL P091 (NHTSA # 16V-614): TECHNICAL Q & A**

---

**Main Message: a concern has identified with 2014 and certain 2015 Model Year Range Rover Evoque and certain 2015 Model Year Land Rover Discovery Sport vehicles 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.**

**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 vehicles for this issue?**

**A** In July 2016 Jaguar Land Rover was informed by ZF, that Fiat Chrysler Automobiles (FCA US LLC) had submitted a Safety Defect Report (Ref. 16V-529) to the US Government's National Highway Traffic Safety Administration (NHTSA) regarding the issue related to crimping of a 9-Speed automatic transmission wiring harness, where vehicles may have insufficient crimps in the transmission wire harness that may cause an unexpected shift to neutral resulting in a sudden loss of motive power.

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

**A** ZF contacted Jaguar Land Rover advising that the component concerned was also supplied to Jaguar Land Rover. ZF advised that a wiring harness in the transmission may have insufficient crimps.

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

**A** Customers may experience a sudden loss of motive power.

**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 small number of customer complaints relating to this issue.

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover is not aware of any reports of accidents, injuries, or fires.

**Q8 How was the further condition discovered?**

**A** Jaguar Land Rover was alerted to this concern by the transmission supplier, ZF

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

**A** Jaguar Land Rover was alerted to this concern through quality data reporting systems. This issue was first made known to Jaguar Land Rover by ZF in July 2016.

**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** ZF and the wiring harness supplier implemented improved quality controls in relation to the crimp joint which better controlled the assembly of the crimp.

**Q12 What will Authorized Repairers do to the vehicles?**

**A** Authorized repairers will update the transmission control software to trigger "limp home" mode where the condition caused by the defective crimp joint is detected.

**Q13 Which vehicles are affected by this recall?**

**A** Certain Land Rover vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants within the following VIN range are potentially effected:

Discovery Sport (L550): .....SALCT2BG0FH500429-SALCR2BG3FH501413

Range Rover Evoque (L538): .....SALVT1BG1EH795896-SALVV2BGXEH955595

.....SALVT2BG0FH932947-SALVT2BG4FH996084

.....SALVP2BG5FH000134-SALVP2BG1FH077907

**Q14 Are other Jaguar Land Rover models affected by these actions?**

**A** No other Jaguar Land Rover vehicle lines are affected.

**Q15 Are parts available to rework vehicles?**

**A** The necessary Transmission Control Module software is available for this repair.

**Q16 How much will the 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 affected vehicles will shortly receive a second 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** 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 15 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q18 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.*