

# Part 573 Safety Recall Report

# 17V-678

**Manufacturer Name :** Jaguar Land Rover North America, LLC**Submission Date :** OCT 26, 2017**NHTSA Recall No. :** 17V-678**Manufacturer Recall No. :** H056**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 7,036

Address : 555 MACARTHUR BOULEVARD

Estimated percentage with defect : 100 %

MAHWAH NJ 07430

Company phone : 8188500

**Vehicle Information :**

Vehicle 1 : 2017-2018 JAGUAR XF

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** On certain 2017 and 2018 MY Jaguar XF vehicles fitted with the Thin Film Transistor (TFT) Instrument Cluster (IC). These vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period of time. New vehicles will have latest software to correct issue.

**Production Dates :** SEP 08, 2016 - AUG 18, 2017VIN Range 1 : Begin : SAJBM4BV8HCY40374 End : SAJBM2FV4JCY62702  Not sequential

Vehicle 2 : 2016-2017 JAGUAR XJ

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

**Descriptive Information :** On certain 2016 and 2017 MY Jaguar XF vehicles fitted with the Thin Film Transistor (TFT) Instrument Cluster (IC). These vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period of time. New vehicles will have latest software to correct issue.

**Production Dates :** SEP 01, 2016 - AUG 18, 2017VIN Range 1 : Begin : SAJWA2G7XG8W03265 End : SAJWJ2GD1H8W12718  Not sequential

Vehicle 3 : 2018-2018 JAGUAR XE

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** On certain 2018 MY Jaguar XF vehicles fitted with the Thin Film Transistor (TFT) Instrument Cluster (IC). These vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period

of time. New vehicles will have latest software to correct issue.

Production Dates : MAR 28, 2017 - AUG 18, 2017

VIN Range 1 : Begin : SAJAN4EVOJCP16870 End : SAJAL4EV8JCP28108  Not sequential

Vehicle 4 : 2017-2018 JAGUAR F-PACE

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** On certain 2017 and 2018 MY Jaguar F-PACE vehicles fitted with the Thin Film Transistor (TFT) Instrument Cluster (IC). These vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period of time. New vehicles will have latest software to correct issue.

Production Dates : SEP 01, 2016 - AUG 18, 2017

VIN Range 1 : Begin : SADCK2BV3HA081291 End : SADCL2EV6JA266899  Not sequential

## Description of Defect :

**Description of the Defect :** On certain 2016, 2017 and 2018 MY Jaguar XF, XJ, XE and F-PACE vehicles the Thin Film Transistor (TFT) Instrument Cluster (IC) has been going blank intermittently. The instrument cluster will not display anything in this condition but will reset while driving.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Without the instrument cluster displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** NR

## Supplier Identification :

### Component Manufacturer

Name : Visteon Engineering Services Ltd

Address : 1 Springfield Lyons Approach

Springfield Chelmsford Essex FOREIGN STATES CM2 5LB

Country : United Kingdom

## Chronology :

A Product Safety and Compliance Committee (PSCC) Investigation was opened on October 03, 2017, following an increased number of Electronic Product Quality Reports (EPQR) where 2016, 2017 and 2018 MY Jaguar XF, XJ, XE and F-PACE vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period of time.

During October, 2017, Jaguar Land Rover engineering and the component supplier identified that on the affected Instrument Clusters the supply voltage to certain circuits within the assembly may become unstable at higher operating temperatures. This causes the software monitoring of the voltage supply to record a fault and reset the Instrument Cluster. This resetting of the Instrument Cluster causes it to blank out for a short period of time.

When the Instrument Cluster goes blank, the vehicle loses functions such as speed indication, tell-tales and warning lights. The Instrument Cluster recovers after a period of time and operates as normal although recurrence can be experienced. There are no other effects to vehicle operation. Engineering testing revealed that in the higher operating temperature condition, the Instrument Cluster screen goes blank for a minimum period of seven seconds.

On October 17, 2017, the PSCC concluded that this issue be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed all information on October 19, 2017, and concluded that the issue represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

There have been no reported accidents, injuries or fires as a result of this concern.

## Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to take the vehicle to an approved Jaguar dealer who will download the latest software to the vehicle.

There will be no charge to owners for this repair.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Distribution of owner notification letters will occur on or before December 19, 2017. Notifications to dealers will occur on November 1, 2017.

Planned Dealer Notification Date : NOV 01, 2017 - NOV 01, 2017

Planned Owner Notification Date : DEC 19, 2017 - DEC 19, 2017

\* NR - Not Reported