



NOTIFICATION OF SAFETY RECALL N124
(NHTSA # 17V679)

SERVICE BULLETIN

01-NOV-17

NO.: SRE17-11

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 Safety Recall on certain 2017 model year Land Rover vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.

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 retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2017

VIN: SALWR2FEXHA124046-SALWR2FK0HA166134

..... SALWR2FK4HA666894-SALWR2FK7HA691143

Range Rover (L405)

Model Year: 2017

VIN: SALGS2FE7HA320325-SALGS2FE0HA366384

A total of 23,554 vehicles are potentially involved in the United States and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold (as of 01 November 2017) vehicles.

EFFECT ON VEHICLE OPERATION

Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will download the latest software to the vehicle.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 19 December 2017.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by Program Code **'N124'** 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. 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.

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.

A Technical Bulletin will be published, expected to be by mid-November, once repair instructions are finalized and any required parts have been procured.

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