



# SAFETY RELATED RECALL

Global Recall Action  
Number: N124v5

<b>Subject:</b>  <b>Virtual Display Instrument Cluster (IC) Going Blank</b>	Publication No.: N124v5
	Model: Range Rover (LG)
	Model Year: 2017
	Model: Range Rover Sport (LW)
	Model Year: 2017
	Date of Issue: 22 May 2023

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Jaguar Land Rover (JLR) has received Electronic Product Quality Reports from retailers/authorized repairers stating that on certain 2017 Model Year (MY) Range Rover and Range Rover Sport vehicles the virtual display Instrument Cluster (IC) has been going blank intermittently. The virtual display IC will not display anything in this condition but will reset while driving. As such, these vehicles fail to comply with your National Regulations for a short period of time.

### ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 17V-679

Transport Canada (TC) reference number: 2017-525

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

### REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2017 Model Year Range Rover and Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall

before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - N124V5

### SROs

Description	SRO	Time
Instrument Cluster (IC) - Software update	86.91.25	0.2
Drive in/drive out	02.02.02	0.2

#### NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

### Warranty Information

Warranty claims should be submitted quoting program code N124 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
N124	D	IC - Software update	86.91.25	0.2
N124	E	IC - Software update Drive in/drive out	86.91.25 02.02.02	0.2 0.2

#### NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\) Global Warranty Manual](#), and its amendments, unless stated otherwise in this bulletin.

### Customer Reimbursement and Related Damage Process

#### NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

## DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

#### NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email [jlrcamp@jaguarlandover.com](mailto:jlrcamp@jaguarlandover.com) with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.

#### NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

SERVICE INSTRUCTION

3.

**NOTE:**

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Complete the application -

5.

**NOTE:**

If required.

Select the link to enable transit mode.

6.

**NOTE:**

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

**SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY**

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N124

Date: month/year

**SAFETY RELATED RECALL - 2017 Model Year Range Rover and Range Rover Sport Vehicles - Virtual Display Instrument Cluster (IC) Going Blank**

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

**Why are we contacting you?**

Jaguar Land Rover has received quality reports from retailers/authorized repairers stating that on certain 2017 Model Year Range Rover and Range Rover Sport vehicles the virtual display Instrument Cluster has been going blank intermittently. The virtual display Instrument Cluster will not display anything in this condition but will reset while driving. As such, these vehicles do not comply with statutory regulations governing the display of tell tales and indicators such as UN-ECE Regulation 121 of Federal Motor Vehicle Safety Standard 101 for a short period of time.

Without displaying important information such as the vehicle speed, there would be an increased risk of a collision.

This concern has been identified on a number of 2017 Model Year Range Rover and Range Rover Sport vehicles, manufactured on or after 1 September 2016 and installed with the virtual display Instrument Cluster.

**What will your Land Rover retailer/authorized repairer do?**

At your visit, your preferred Land Rover retailer/authorized repairer will reconfigure the virtual display Instrument Cluster module with the latest level of software.

**How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

**What we are asking you to do**

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access , , [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

**If you have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover N124</b>	
<b>Certain 2017 MY Range Rover and Range Rover Sport vehicles Virtual Display Instrument Cluster (IC) Going Blank</b>	

The virtual display Instrument Cluster (IC) may temporarily go blank intermittently. The instrument cluster will not display anything in this condition but will reset when driving. As such, vehicles affected do not comply with statutory regulations governing the display of tell tales and indicators such as UN-ECE Regulation 121 of Federal Motor Vehicle Safety Standard 101.

**Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

**Question 2**

Why is Jaguar Land Rover recalling these Jaguar Land Rover vehicles?

*Answer*

Important information such as vehicle speed is not displayed when the virtual display instrument cluster is in the failed state. This could increase the risk of drivers speeding unknowingly.

**Question 3**

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

*Answer*

The supplier of the instrument cluster has revealed that one of the microchips included in the cluster which regulates voltage supply was supplied to them with the wrong specifications stated from the microchip supplier. This incorrect specification microchip fails to operate in all of the installed conditions experienced in the instrument cluster. The voltage supply monitoring software incorrectly senses a fault condition where no genuine fault is present.

**Question 4**

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

*Answer*

There is no prior warning of this condition.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

Jaguar Land Rover are conducting this as a safety recall due to the effects this condition can have on the operation of affected vehicles.

**Question 6**

Has Jaguar Land Rover Limited received many complaints?

*Answer*

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

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

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

**Question 8**

How was the condition discovered?

*Answer*

The condition was highlighted through retailer/authorized repairer field reports.

**Question 9**

How long has Jaguar Land Rover known about this problem?

*Answer*

This issue was the subject of investigation during October 2017.

**Question 10**

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?

*Answer*

Jaguar Land Rover has no concerns with the overall reliability of vehicles. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has Jaguar Land Rover done in production?

*Answer*

The virtual display instrument cluster is now installed with the correct specification microchip.

**Question 12**

What will Retailers/Authorized Repairers do to the vehicles?

*Answer*

Retailers/authorized repairers will reconfigure the instrument cluster module with updated software.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2017 MY Range Rover and Rover Sport vehicles specified with virtual display instrument cluster manufactured from 1 September 2016 to 17 August 2017 inclusive.

**Question 14**

Are other Jaguar Land Rover models affected by these actions?

*Answer*

Yes. Certain Jaguar XE, XF, XJ and F-PACE vehicles are also affected.

**Question 15**

Are parts available to rework vehicles?

*Answer*

Software will be available at the time of recall launch.

**Question 16**

How much will the recall cost Jaguar Land Rover?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover retailer/authorized repairer for the work to be completed.

**Question 18**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

Work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 2 hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 19**

Can I continue to drive my vehicle safely until it has been recalled?

*Answer*

Customers are advised to contact a Land Rover retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.