

Jaguar Land Rover H034

573.6 (c) (6) - Chronology of Events

A Product Safety and Compliance Committee (PSCC) Investigation was opened on May 02, 2017, following an Electronic Product Quality Report from a Jaguar Land Rover approved dealer stating a concern where the SRS system did not deploy the frontal airbags as intended.

Jaguar Land Rover engineering reviewed the concern and requested the Restraints Control Module (RCM) be returned from the vehicle for analysis. The RCM was sent to the supplier who confirmed that the component did not have the correct level of software. During May, 2017, the supplier analyzed production records and identified the component's original software was correct to specification. Further investigations identified the vehicle had been subject to a field service action at a Jaguar Land Rover approved dealer's where the RCM software had been updated.

The subject vehicle had been connected to the SDD system to have the field service action update. It was identified from supplier testing that during the update, the SDD software download may have been interrupted and this caused the RCM to revert to a default level calibration, which was not to a production intent software level.

It was also identified in May, 2017, that any interruption to the SDD system download when connected to a Jaguar XJ 2010 or 2011 MY vehicle could cause the RCM to revert to the pre-set level calibration.

The RCM pre-set calibration is not the required and signed off software level. A vehicle with incorrect software may not deploy the SRS as intended, when involved in an impact of sufficient severity to require the SRS to deploy the airbags. The PSCC concluded on June 13, 2017, to progress the investigation to the Recall Determination Committee (RDC).

The RDC reviewed all information on June 15, 2017, and concluded that the issue represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

There are no reports of this condition from the USA. Jaguar Land Rover is aware of one report from a customer who was involved in a vehicle accident and suffered injuries which were attributed to this condition.