

Part 573 Safety Recall Report

18V-139

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : APR 06, 2018

NHTSA Recall No. : 18V-139

Manufacturer Recall No. : N143



Manufacturer Information :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

MAHWAH NJ 07495

Company phone : 8188500

Number of potentially involved : 7,090

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Land Rover Range Rover Velar

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : A concern has been identified on certain Land Rover Range Rover Velar 2018 Model Year vehicles where the Heating, Ventilation and Air Conditioning (HVAC) system may not function correctly.

Production Dates : APR 14, 2017 - NOV 20, 2017

VIN Range 1 : Begin : SALYM2RV9JA700315 **End :** SALYB2RX4JA740292

☐ Not sequential

Description of Defect :

Description of the Defect : The air inlet door linkages within the HVAC system may become detached and, depending on operating mode position, cause unexpected severe condensation / fogging of the interior windows.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : At temperatures below 32 degrees Fahrenheit where the linkage detaches in recirculation mode, it may not be able to clear condensation / fog from the inside of the front windshield or other windows. Failure to be able to de-mist the interior windows in a timely manner can restrict the driver's field of vision and could lead to an increased risk of an accident.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Denso Manufacturing

Address : Eden Road

Walsgrave Triangle Coventry FOREIGN STATES CV2 2TB

Country : United Kingdom

Chronology :

The issue was first reviewed at Jaguar Land Rover's Product Safety and Compliance Committee (PSCC) on January 30, 2018 following Electronic Product Quality Reports (EPQR) from dealers stating that the driver cannot clear the windshield or interior windows from condensation / fog using the HVAC system.

Through February 2018, Jaguar Land Rover engineering reviewed a number of HVAC systems and identified that the linkage flap within the system had become detached. On investigation it was determined that the hard stops used to control the inlet door movement were not to the original specification and this allowed the air inlet door to travel beyond the design intended position.

During component reviews, the supplier informed engineering that the hard stops used to control the length of movement of the air inlet door had been relocated from the actuator arm to the HVAC casing. Jaguar Land Rover had not requested this design change and the supplier had not carried out the required design verification. It was determined that this change does not provide the air inlet door with a positive stopping position after the HVAC system has been activated over a period of time. Engineering tests revealed that compliance with regulated requirements in terms of time to de-mist the windshield was marginal.

On February 20, 2018 the PSCC concluded that this issue be progressed to the Jaguar Land Rover Recall Determination Committee (RDC).

The RDC reviewed all information on February 22, 2018 and determined that severe condensation / fogging to the front windshield and interior windows represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

There is one reported accident, and no reported injuries or fires, as a result of this concern.

Description of Remedy :

Description of Remedy Program : Land Rover will notify owners, and authorized repairers will download the latest software to the vehicle to control the length of movement of the actuator arm.

There will be no charge to owners for this repair.

How Remedy Component Differs
from Recalled Component :

Current Service Part Number(s):
Left Hand Component J9D 1184.
Right Hand Component J9D 1185.
Software Number JY32-18D619-CA

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 April 23, 2018. Notifications to retailers will occur on March 15, 2018.

Planned Dealer Notification Date : MAR 15, 2018 - MAR 15, 2018

Planned Owner Notification Date : APR 23, 2018 - APR 23, 2018

* NR - Not Reported