

# Part 573 Safety Recall Report

# 18V-337

**Manufacturer Name :** Jaguar Land Rover North America, LLC**Submission Date :** MAY 23, 2018**NHTSA Recall No. :** 18V-337**Manufacturer Recall No. :** N206**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 1,917

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

MAHWAH NJ 07495

Company phone : 8188500

**Vehicle Information :**

Vehicle 1 : 2017-2017 Land Rover Range Rover

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : DIESEL

Descriptive Information : On certain 2017 Model Year Range Rover, Range Rover Sport and Discovery diesel engine equipped vehicles, the fuel gauge may indicate low fuel level and the low fuel warning light is illuminated although the fuel tank is known not to be empty.

Production Dates : OCT 25, 2016 - JAN 17, 2017

VIN Range 1 : Begin : SALGS2FK3HA320375 End : SALGS2FK4HA333328  Not sequential

Vehicle 2 : 2017-2017 Land Rover Range Rover Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : DIESEL

Descriptive Information : On certain 2017 Model Year Range Rover, Range Rover Sport and Discovery diesel engine equipped vehicles, the fuel gauge may indicate low fuel level and the low fuel warning light is illuminated although the fuel tank is known not to be empty.

Production Dates : AUG 30, 2016 - JAN 20, 2017

VIN Range 1 : Begin : SALWR2FK4HA124064 End : SALWG2FK1HA138445  Not sequentialVIN Range 2 : Begin : SALWR2FKXHA663983 End : SALWR2FK5HA673434  Not sequential

Vehicle 3 : 2017-2017 Land Rover Discovery

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : DIESEL

Descriptive Information : On certain 2017 Model Year Range Rover, Range Rover Sport and Discovery diesel engine equipped vehicles, the fuel gauge may indicate low fuel level and the low fuel warning light is illuminated although the fuel tank is known not to be empty.

Production Dates : SEP 28, 2016 - JAN 10, 2017

VIN Range 1 : Begin : SALRRBBK9HA000178 End : SALRRBBK1HA001731  Not sequential**Description of Defect :**

Description of the Defect : The fuel gauge may indicate low fuel level and the low fuel warning light is illuminated although the fuel tank is known not to be empty. The engine management software uses the fuel level data to predict range and where the range predicted is achieved (approximately 17 miles), the engine will cut out as a protective measure against damage to the high pressure fuel pumps. On cycling the ignition, engine restart may occur but will only allow engine operation for 1 minute where, engine cut-out will occur again.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the engine cut out, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance, however foundation brakes continue to operate. All electrical functions will continue to operate as designed. Engine cut out with minimal warning to the driver could lead to an increased risk of an accident.

Description of the Cause : NR

Identification of Any Warning that can Occur : The vehicle fuel gauge indicates low fuel level and the low fuel warning light is illuminated.

**Supplier Identification :****Component Manufacturer**

Name : Lear Corporation

Address : C/ Fusters 54

Valls FOREIGN STATES 43800

Country : Spain

**Chronology :**

The issue was first reviewed at Jaguar Land Rover's Product Safety and Compliance Committee (PSCC) on April 10, 2018 following Electronic Product Quality Reports (EPQR) from dealers stating that customers have complained of fuel gauge problems and engine cut out.

During April and May 2018 Jaguar Land Rover engineering investigated the concern and identified that on certain 2017MY Range Rover, Range Rover Sport and Discovery Sport Diesel vehicles the engine could cut out with the fuel gauge indicating low fuel level and the low fuel warning light illuminated, but with sufficient fuel in the fuel tank such that the low fuel level warning would not normally be triggered. It was also identified that

the vehicle could be re-started, drive for another short period of time and cut out again. This cycle will be repeated until the vehicle is completely powered down and left for a number of minutes.

Further engineering investigations identified that the Body Control Module was occasionally transmitting the incorrect fuel level to the fuel gauge. It found that the Body Control Module microcontroller was not configured correctly and during its transition from initialization sequence to the sleep-wake up states the fuel gauge receives the incorrect low fuel level. In this condition, low fuel level is displayed on the fuel gauge and the low fuel warning light is illuminated.

On May 08, 2018 the PSCC concluded that this issue be progressed to the Jaguar Land Rover Recall Determination Committee (RDC).

The RDC reviewed all information on May 17, 2018 and determined that engine cut out while in motion coupled with the erroneous low fuel level warning 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 : Land Rover will inform owners to visit an authorized retailer. The retailer 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 : Latest software for vehicle: Software Part Number HK52-14F184-AA

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

## Recall Schedule :

Description of Recall Schedule : Dealer notification to occur on June 7, 2018.  
Owner notification to occur on or before July 16, 2018.

Planned Dealer Notification Date : JUN 07, 2018 - JUN 07, 2018

Planned Owner Notification Date : JUL 16, 2018 - JUL 16, 2018

\* NR - Not Reported