



# NOTIFICATION OF SAFETY RECALL N143 (NHTSA 18V139)

# SERVICE BULLETIN

15-MAR-18

NO.: SRE18-07

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 voluntary Safety Recall on certain 2018 model year Land Rover Range Rover Velar 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 Land Rover 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 Land Rover vehicles within the listed Affected Vehicle Range the air inlet door linkages within the climate control system may become detached and, depending on operating mode position, cause unexpected severe condensation / fogging of the interior windows..

## **AFFECTED VEHICLE RANGE**

Range Rover Velar (L560)

Model Year: ..... 2018

VIN: ..... SALYM2RV9JA700315-SALYB2RX4JA740292

A total of 7,090 vehicles are potentially involved in the United States and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 15 March 2018).

## **EFFECT ON VEHICLE OPERATION**

At temperatures below 32° 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.

## **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who 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 action under this Program.

## **OWNER NOTIFICATION**

Owners will receive a notification by mail on or before 23 April 2018.

## **ACTION TO BE TAKEN**

Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Use the Jaguar Land Rover claims submission system to ensure that the vehicle is affected by this Program 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured. This is currently expected to be available the week of 19 March 2018. Until that time, retailers may repair affected sold and unsold vehicles following procedures published in Technical Bulletin N143NAS1, *Service Action: HVAC Inlet Door Linkage*. The repair in this Service Action publication meets the requirements of this Recall and unsold new affected cars may be sold and delivered following completion of this repair.

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