



## SAFETY RECALL N206 (NHTSA 18V337): INCORRECT FUEL LEVEL DISPLAYED

## SERVICE BULLETIN

08-JUN-18

NO.: SRE18-12

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 2017 model year Land Rover Discovery, Range Rover Sport, and Range Rover 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, fitted with the TDV6 3.0L diesel engine, where the fuel gauge indicates low fuel level and the low fuel warning lamp is illuminated although the fuel tank is known not to be empty. The driver may ignore the warning because the vehicle may have just been refueled or knows there is fuel in the tank sufficient such that the low fuel warning would not normally illuminate. In this condition the engine will cut out unexpectedly and although restart may occur, this will only be for a period of 60 seconds, where after cut out will recur.

### AFFECTED VEHICLE RANGE

Discovery (L462; TDV6 3.0L Diesel)

Model Year: ..... 2017

VIN: ..... SALRRBBK9HA000178-SALRRBBK1HA001731

Range Rover Sport (L494; TDV6 3.0L Diesel)

Model Year: ..... 2017

VIN: ..... SALWR2FK4HA124064-SALWG2FK1HA138445

..... SALWR2FKXHA663983-SALWR2FK5HA673434

Range Rover (L405; TDV6 3.0L Diesel)

Model Year: ..... 2017

VIN: ..... SALGS2FK3HA320375-SALGS2FK4HA333328

A total of 1,917 vehicles are affected in the USA and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 08 June 2018).

### EFFECT ON VEHICLE OPERATION

Should the engine turn OFF unexpectedly, 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.

The engine turning OFF unexpectedly without minimal warning to the driver could lead to an increased risk of an accident.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

## SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer download the latest software to the vehicle.

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 16 July 2018.

## ACTION TO BE TAKEN

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.

Refer to Technical Bulletin N206NAS, *SAFETY RECALL: Incorrect Fuel Level Displayed*, for detailed repair instructions.

## PARTS

No parts required.

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE:** use the Jaguar Land Rover claims submission system to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Jaguar Land Rover claims submission system to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N206	B	Configure existing GWM	86.90.97	0.2	-	-
		Configure existing BCM - With diagnostic equipment already connected	86.90.06.02	0.1	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
<b>N206</b>	<b>C</b>	Configure existing GWM	86.90.97	0.2	-	-
		Configure existing BCM - With diagnostic equipment already connected	86.90.06.02	0.1	-	-
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*

# SAMPLE OWNER LETTER: SAFETY RECALL N206

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

July 2018

### SAFETY RECALL N206: Incorrect Fuel Level Displayed

**Land Rover Vehicles Affected: Discovery, Range Rover Sport, Range Rover  
Model Year: 2017**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V337**

#### Dear Land Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect relating to motor vehicle safety exists in certain 2017 model year Land Rover Discovery, Range Rover Sport, and Range Rover vehicles.

Your vehicle is included in this Recall action.

#### What is the reason for this program?

The fuel gauge indicates low fuel level and the low fuel warning lamp is illuminated although the fuel tank is known not to be empty. The driver may ignore the warning because the vehicle may have just been refueled or knows there is fuel in the tank sufficient such that the low fuel warning would not normally illuminate. In this condition the engine will cut out unexpectedly and although restart may occur, this will only be for a period of 60 seconds, where after cut out will recur.

Should the engine turn OFF unexpectedly, 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.

The engine turning OFF unexpectedly without minimal warning to the driver could lead to an increased risk of an accident.

#### What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will download the latest software to the vehicle. There will be no charge for this repair under this program.

#### What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N206'.

#### How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** forward this notification to the lessee within 10 days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: SAFETY RECALL N206

Main Message: the fuel gauge indicates low fuel level and the low fuel warning lamp is illuminated although the fuel tank is known not to be empty.

- Q1

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

Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs

Jaguar Land Rover North America, LLC

[sschorr@jaguarlandrover.com](mailto:sschorr@jaguarlandrover.com)

Office: +1-201-760-8561

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Office: +1-201-818-8316

Cell: +1-551-427-3199
- Q2

Why is Jaguar Land Rover recalling certain Land Rover vehicles?
- A

Vehicles in this condition may pose an elevated risk to the safety of the vehicle occupants or other road users.
- Q3

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

The fuel gauge indicates low fuel level and the low fuel warning lamp is illuminated although the fuel tank is known not to be empty. The driver may ignore the warning because the vehicle may have just been refueled or knows there is fuel in the tank sufficient such that the low fuel warning would not normally illuminate.
- Q4

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

The driver will not know there is this specific condition however may observe that the low level fuel warning has illuminated even though fuel is known to be in the tank in sufficient volume such that the low fuel level warning would not normally display.
- Q5

Does this concern affect vehicle safety?
- A

The recall is being conducted due to the elevated safety risk.
- Q6

Has Jaguar Land Rover Limited received many complaints?
- A

Jaguar Land Rover has received a number of reports of this issue.
- Q7

Have there been any accidents or injuries?
- A

Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.
- Q8

How was the condition discovered?
- A

This issue was reported to Jaguar Land Rover via retailer reports.
- Q9

How long has Jaguar Land Rover known about this problem?
- A

Investigation into this issue started in April 2018.
- Q10

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?
- A

We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q11

What has Jaguar Land Rover done in production?
- A

The correct software is now being applied to vehicles.
- Q12

What will an authorized Land Rover retailer do to the vehicles?
- A

Authorized Land Rover retailers will download the latest software to the vehicle.
- Q13

Which vehicles are affected by this recall?
- A

Certain 2017 model year Land Rover vehicles within the listed model year and VIN ranges manufactured from 30 August 2016 through 20 January 2017 are affected:

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Discovery (L462; TDV6 3.0L Diesel) ..... SALRRBBK9HA000178-SALRRBBK1HA001731

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Range Rover Sport (L494; TDV6 3.0L Diesel) SALWR2FK4HA124064-SALWG2FK1HA138445;

..... SALWR2FKXHA663983-SALWR2FK5HA673434

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Range Rover (L405; TDV6 3.0L Diesel) ..... SALGS2FK3HA320375-SALGS2FK4HA333328

**Q14 Are other Jaguar Land Rover models affected by these actions?**

**A** No other models, other than those listed on this document, are known to be affected by this condition.

**Q15 Is the repair available to rework vehicles?**

**A** Yes, the necessary software is available for authorized Land Rover retailers to conduct this repair.

**Q16 How much will the recall cost Jaguar Land Rover?**

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

**Q17 How do I know if my vehicle is affected?**

**A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.

**Q18 How long does it take for the vehicle to be inspected and repaired?**

**A** The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 30 minutes. Due to retailer schedules, vehicles may be required for longer.

**Q19 Can I continue to drive my vehicle safely until it has been recalled?**

**A** Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.