



SAFETY RELATED RECALL

Recall Action
Number: N143v3

Subject: HVAC Inlet Door Linkage Disconnect	Publication No.: N143v3
	Model: Range Rover Velar (LY)
	Model Year: 2018
	Date of Issue: 22 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been updated to include TOPIx Cloud diagnostic instructions.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

As a result of a defect in the operation of the heating system, the linkage that controls the fresh air flap may become disconnected. In this condition, and when the right atmospheric conditions exist, condensation may form on the windscreen and other windows in the vehicle. Failure to be able to demist 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.

REGULATORY INFORMATION

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles to download the latest software to the vehicle and replace the actuator arm.

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain Range Rover Velar 2018 model year vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series

of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market. Retailer/authorized repairers are reminded that they must not sell vehicles identified as affected by this bulletin until such time as the repair has been successfully completed.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Retailer/authorized repairers are reminded that they must not sell vehicles identified as affected by this bulletin until such time as the repair has been successfully completed.

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - N143V3



NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Part Number	Qty	% Of vehicles requiring this part*
Lever Arm Kit - Left Hand Drive (LHD)	LR114130	1	30
Sill Trim Clip	LR092197	4	41

* When ordering the parts, order no more than the expected percentage failure rate of parts identified.

SROs

Description	SRO	Time
HVAC Control Module (HVAC) - Software update	80.90.12	0.2
Motor - Recirculation flap - Inspect	80.10.89.39	0.1
Lever - Recirculation flap - Inspect and install - LHD	80.10.89.40	0.6
Lever – Recirculation flap – Renew and update software - LHD	80.10.89.41	1.0
Drive in/drive out	02.02.02	0.2



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to [JLR](#) claims submission system to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting the program code **N143** together with the relevant option code from the table shown below. This will result in payment of the stated time. As option codes are used there is no requirement for you to enter SROs or parts, these are repeated here for information only.

UNSOLD VEHICLES

Program Code	Option	Description	SRO	Time
N143	A	HVAC - Software update	80.90.12	0.2
		Motor - Recirculation flap - Inspect	80.10.89.39	0.1

Program Code	Option	Description	SRO	Time
N143	B	HVAC - Software update	80.90.12	0.2
		Motor - Recirculation flap - Inspect	80.10.89.39	0.1
		Drive in/drive out	02.02.02	0.2
N143	C	HVAC - Software update	80.90.12	0.2
		Lever - Recirculation flap - Inspect and install LHD	80.10.89.40	0.6
N143	E	HVAC - Software update	80.90.12	0.2
		Lever - Recirculation flap - Inspect and install LHD	80.10.89.40	0.6
		Drive in/drive out	02.02.02	0.2

SOLD VEHICLES

Program Code	Option	Description	SRO	Time	Part Number	Qty
N143	G	Lever – Recirculation flap – Renew and update software LHD	80.10.89.41	1.0	LR114130	1
					LR092197	4
N143	H	Lever – Recirculation flap – Renew and update software LHD Drive in/drive out	80.10.89.41 02.02.02	1.0 0.2	LR114130	1
					LR092197	4

Warranty claims should be submitted in accordance with the current [HVAC](#) Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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- [REMOVAL AND INSTALLATION: SERVICE INSTRUCTION - SOLD VEHICLES](#)

SERVICE INSTRUCTION - UNSOLD VEHICLES

NOTES:



This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.



This procedure contains illustrations showing certain components removed to provide extra clarity.



LHD shown unless stated otherwise.

DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS



CAUTION: The JLR approved diagnostic equipment must remain connected during this procedure.



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email jlrcamp@jaguarlandrover.com with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4.



CAUTION: Make sure that the diagnostic procedure steps are followed and completed carefully. Failure to follow the diagnostic procedure steps may result in damage to the vehicle.

Update the [HVAC](#) -

5. If the recirculation blend door actuator lever arm is connected and the blend door is operating correctly, **continue to step 6.**

- If the recirculation blend door actuator lever arm is not connected and the blend door is not operating correctly, **continue to step 10**

6.



NOTE: If required.

Select the link to enable transit mode.

7.



NOTE: If required.

Select the link to enable transit mode.

8. Follow all on-screen instructions to complete the task.

9. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INSTRUCTION

All vehicles

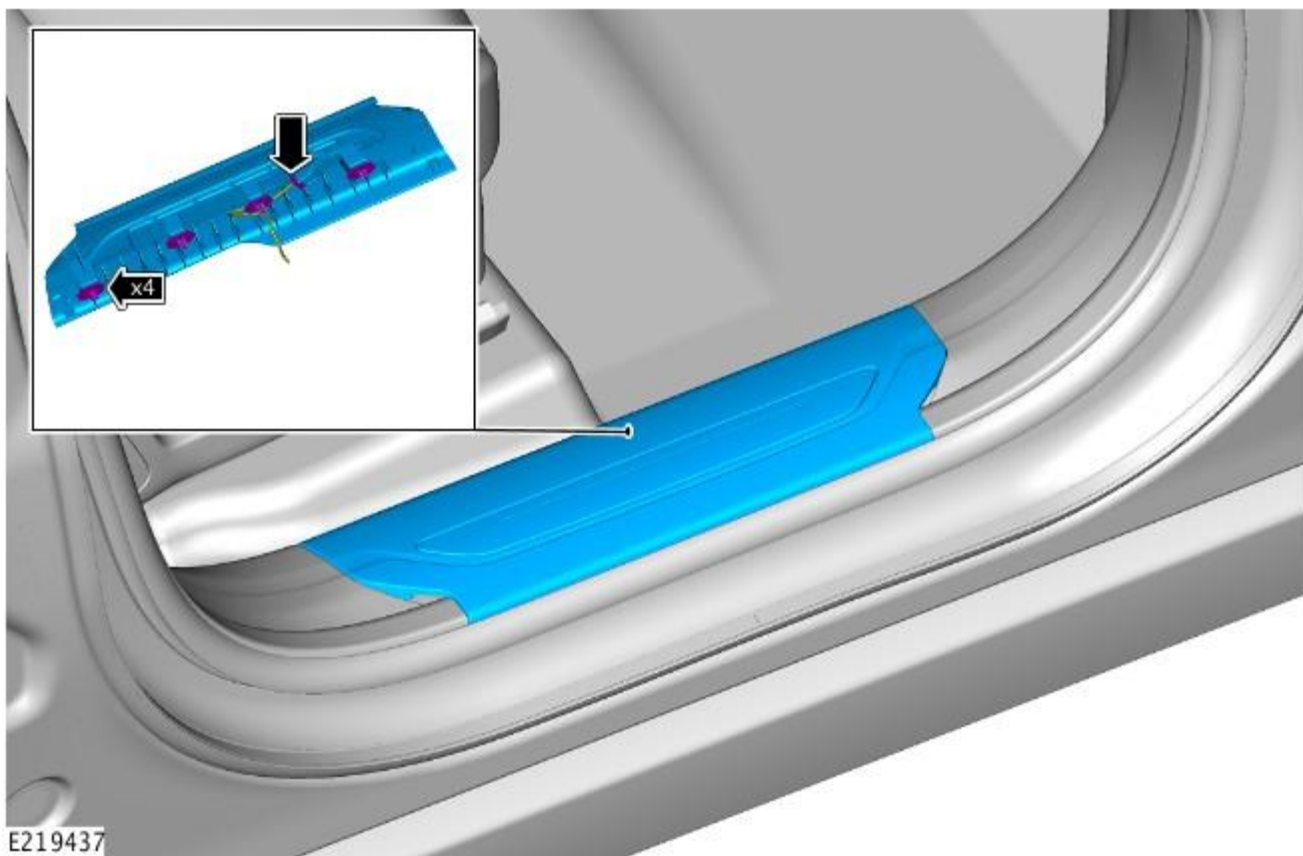
10. Disconnect the startup battery ground cable (see TOPIx Workshop Manual section, 414-01: Battery and Charging System - Battery, Mounting and Cables - General Procedures - Battery Disconnect and Connect).

11.

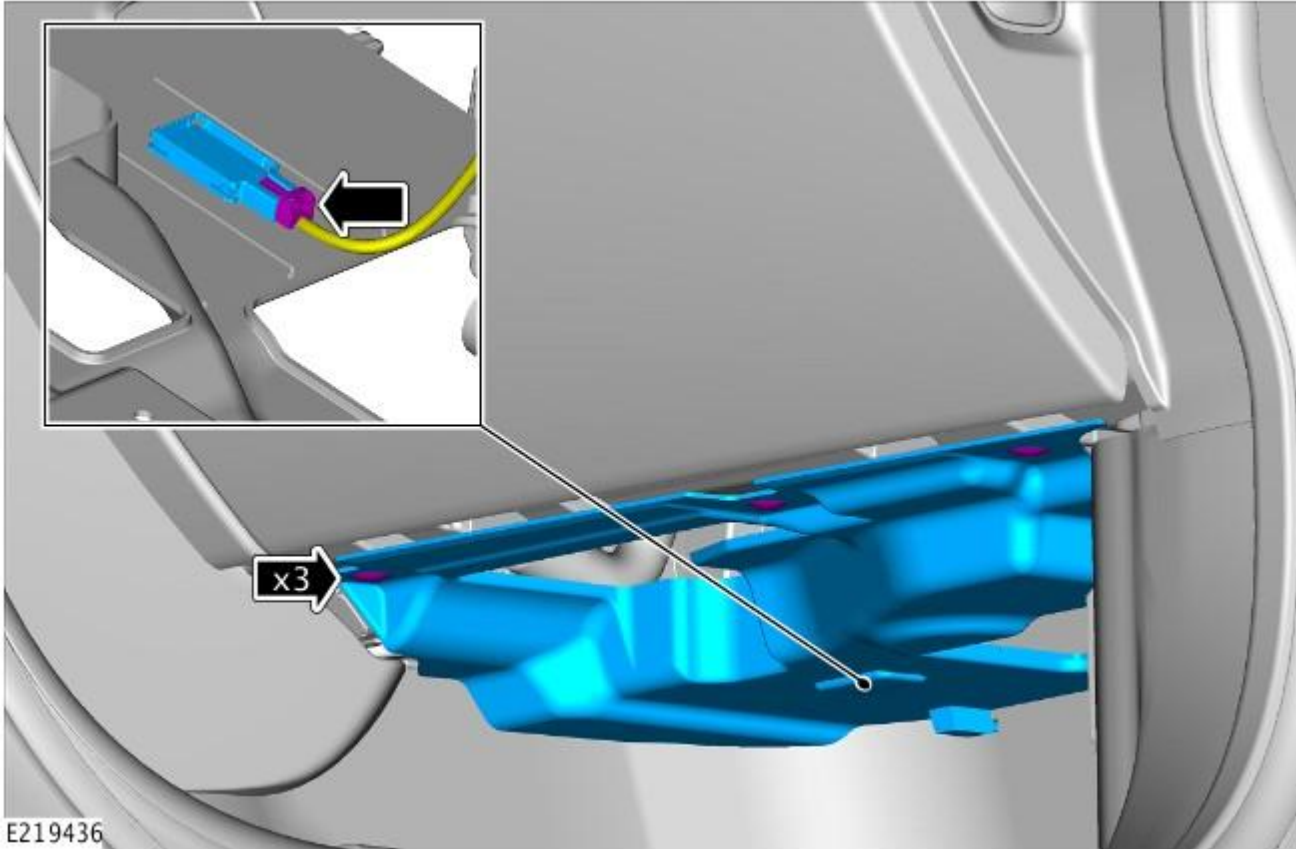


CAUTION: Make sure the treadplate retaining clips do not drop into the body.

Remove the front treadplate.

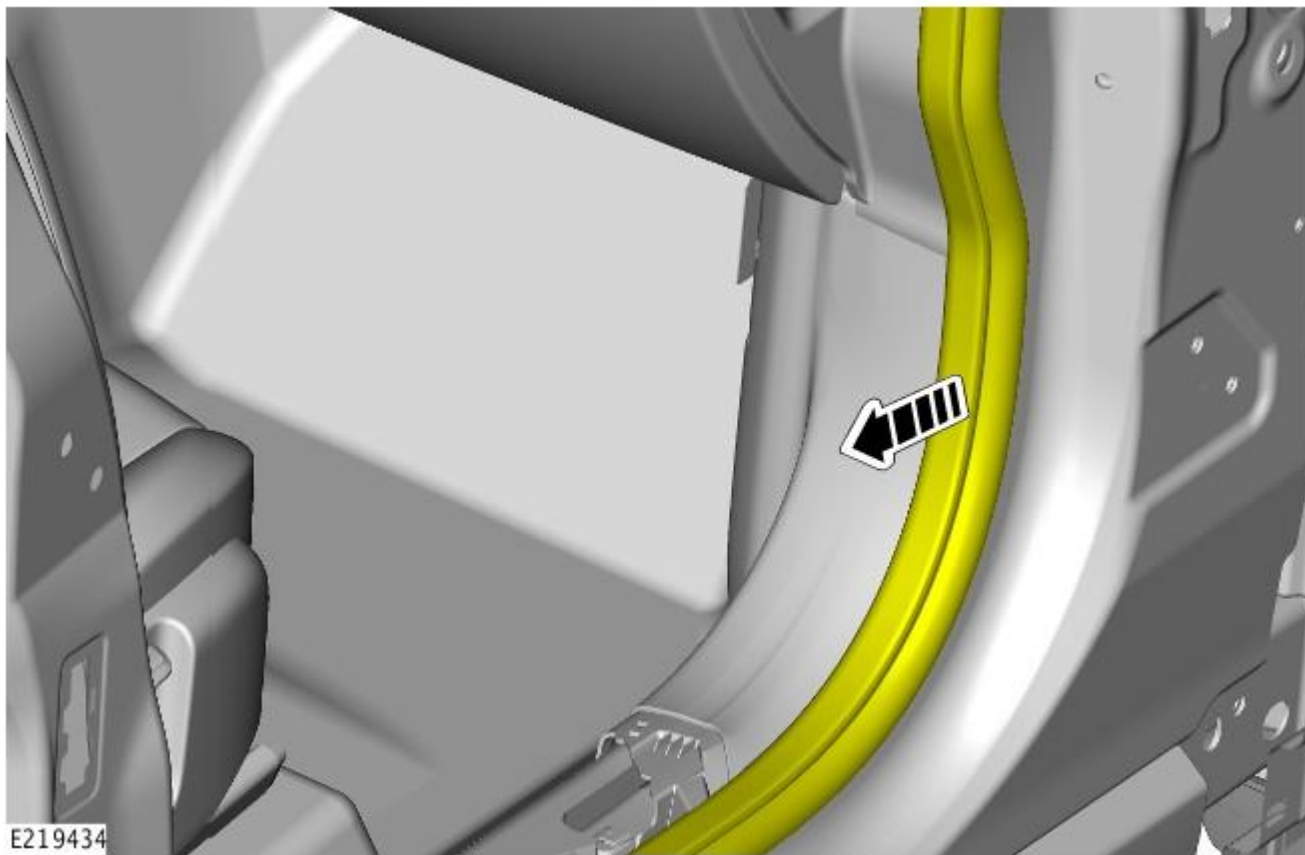


12. Remove the passenger side footwell trim panel.

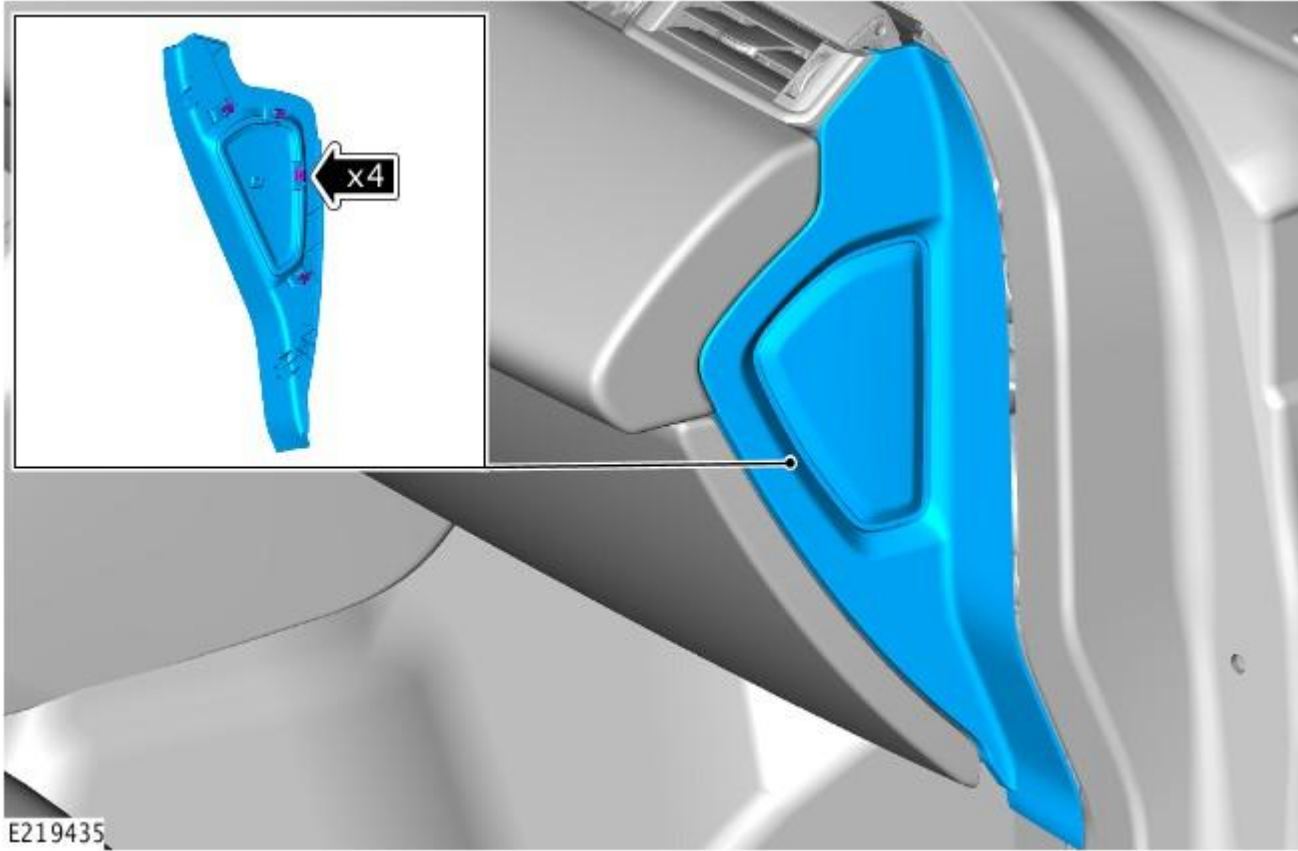


E219436

13. Release the driver's door aperture seal and position to one side.



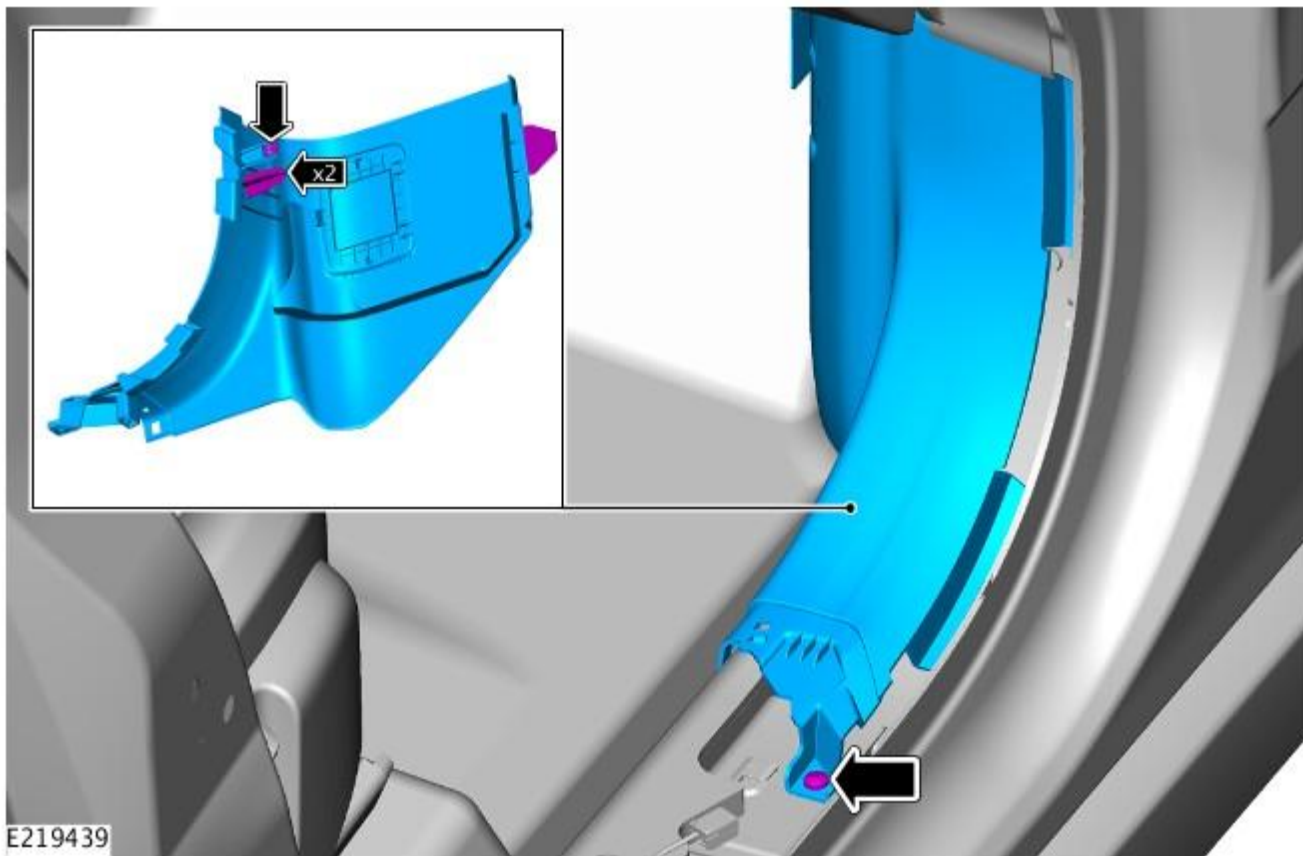
14. Remove the instrument panel trim.



E219435

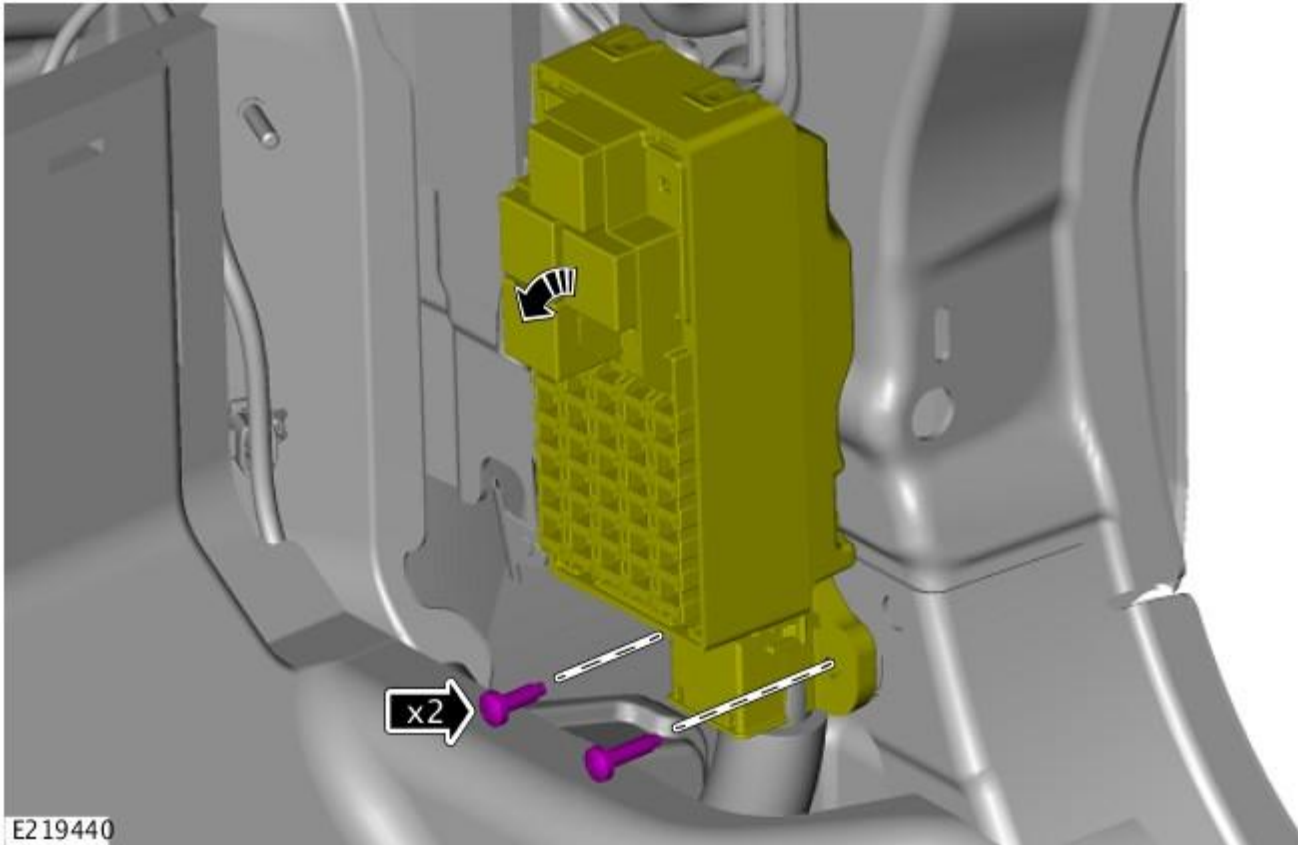
15. Remove the A-pillar lower trim panel.

- Torque: 3.5 Nm

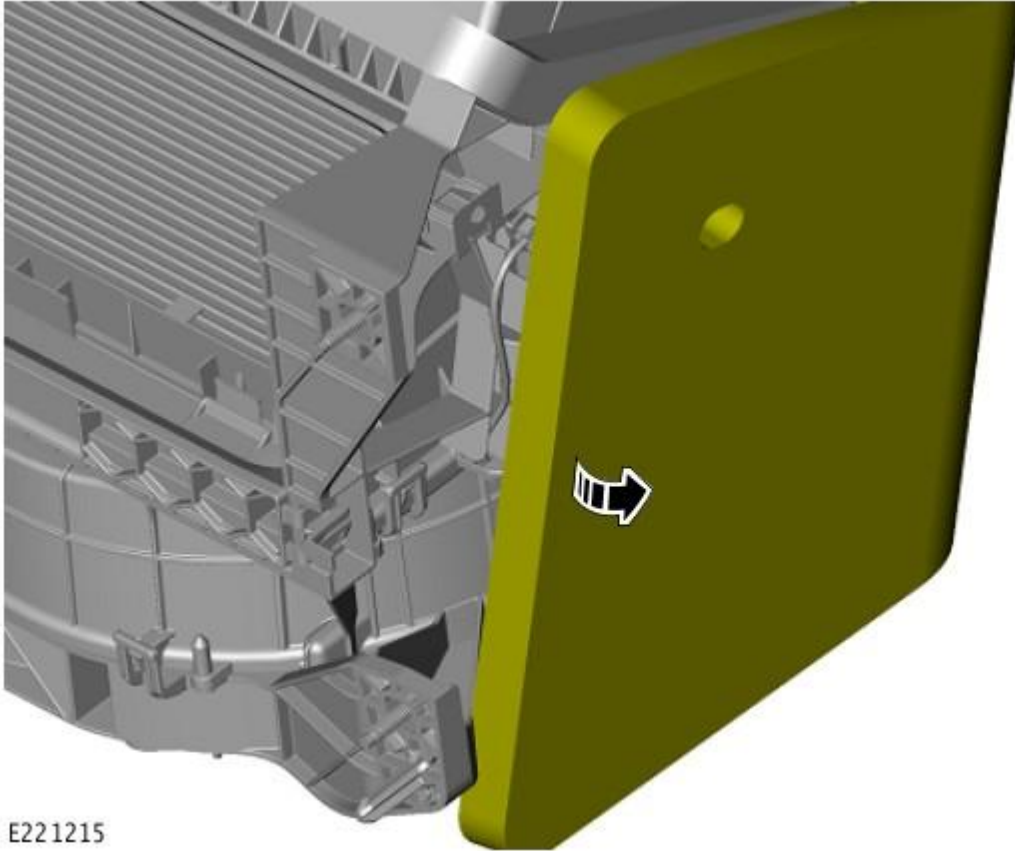


16. Position the junction box to one side.

- Torque: 10 Nm



17. Position the [Noise, Vibration and Harshness \(NVH\)](#) material to one side.



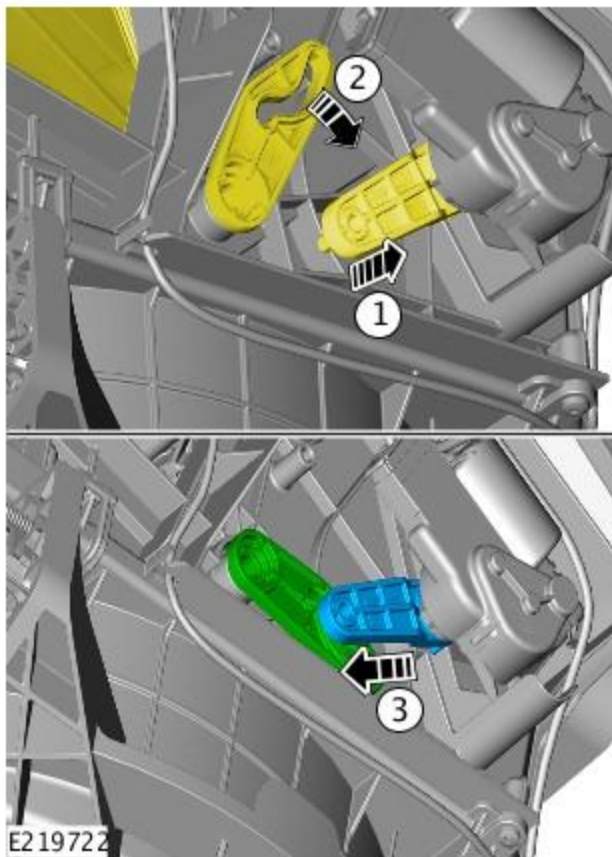
E221215

18.



CAUTION: Do not use excessive force to install the actuator lever arm.

Install the recirculation blend door actuator lever arm into the recirculation door.



19. To install, reverse steps 11 to 18.

20. Connect the startup battery ground cable (see TOPIx Workshop Manual section, 414-01: Battery and Charging System - Battery, Mounting and Cables - General Procedures - Battery Disconnect and Connect).

21.



NOTE: If required.

Select the link to enable transit mode.

22.



NOTE: If required.

Select the link to enable transit mode.

23. Follow all on-screen instructions to complete the task.

24. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INSTRUCTION - SOLD VEHICLES

NOTES:



This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.



This procedure contains illustrations showing certain components removed to provide extra clarity.



LHD shown unless stated otherwise.

DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email jlrcamp@jaguarlandrover.com with the [VIN](#) and campaign reference, for the campaign to be closed.

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4.



CAUTION: Make sure that the diagnostic procedure steps are followed and completed carefully. Failure to follow the diagnostic procedure steps may result in damage to the vehicle.

Update the [HVAC](#) -

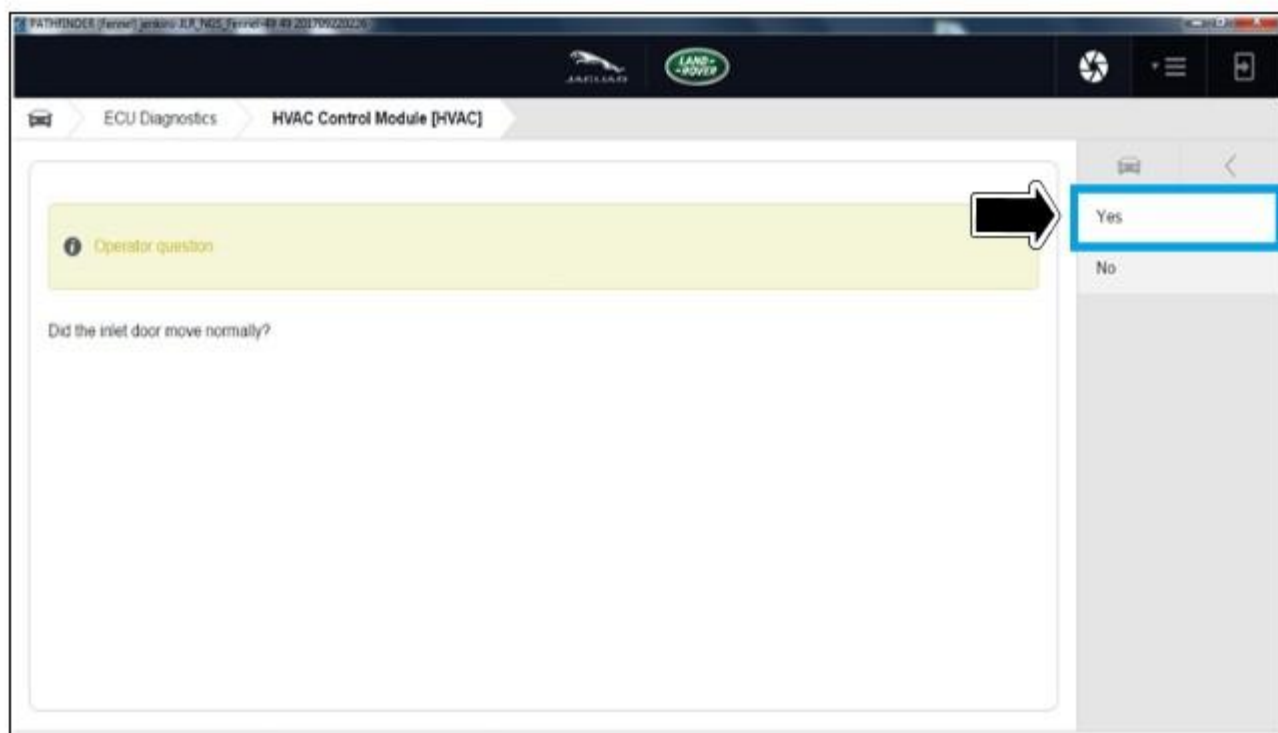
5.



CAUTION: When selecting 'Yes' the software will be updated. This must be completed BEFORE replacing the lever arm'.

Continue with the JLR approved diagnostic equipment instruction until the following text appears on-screen.

- You are required to select 'Yes' in order to continue with the procedure, this will then update the [HVAC](#) software.



E221194

6.



NOTE: If required.

Select the link to enable transit mode.

7.



NOTE: If required.

Select the link to enable transit mode.

8. Follow all on-screen instructions to complete the task.

9. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INSTRUCTION

All vehicles

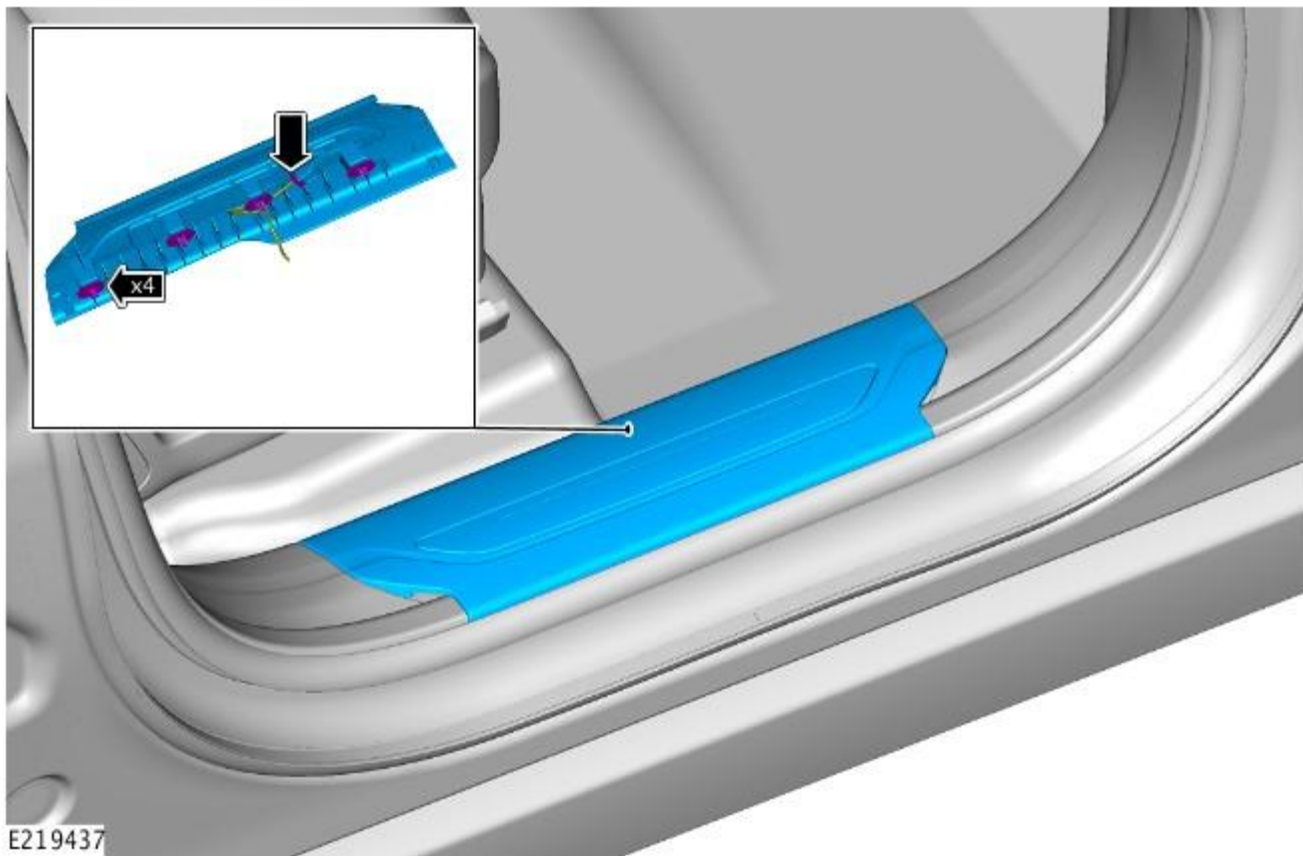
10. Disconnect the startup battery ground cable (see TOPIx Workshop Manual section, 414-01: Battery and Charging System - Battery, Mounting and Cables - General Procedures - Battery Disconnect and Connect).

11.

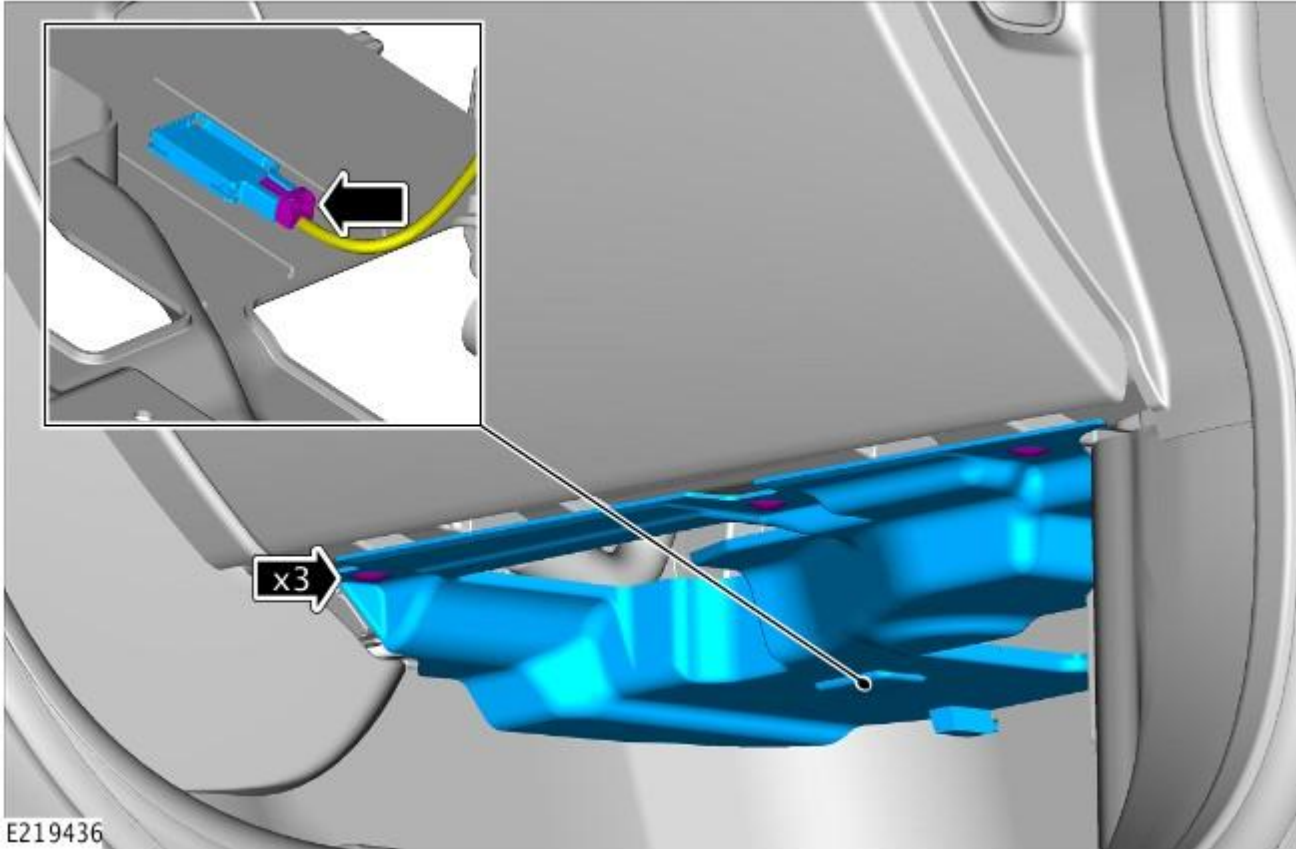


CAUTION: Make sure the treadplate retaining clips do not drop into the body.

Remove the front treadplate.

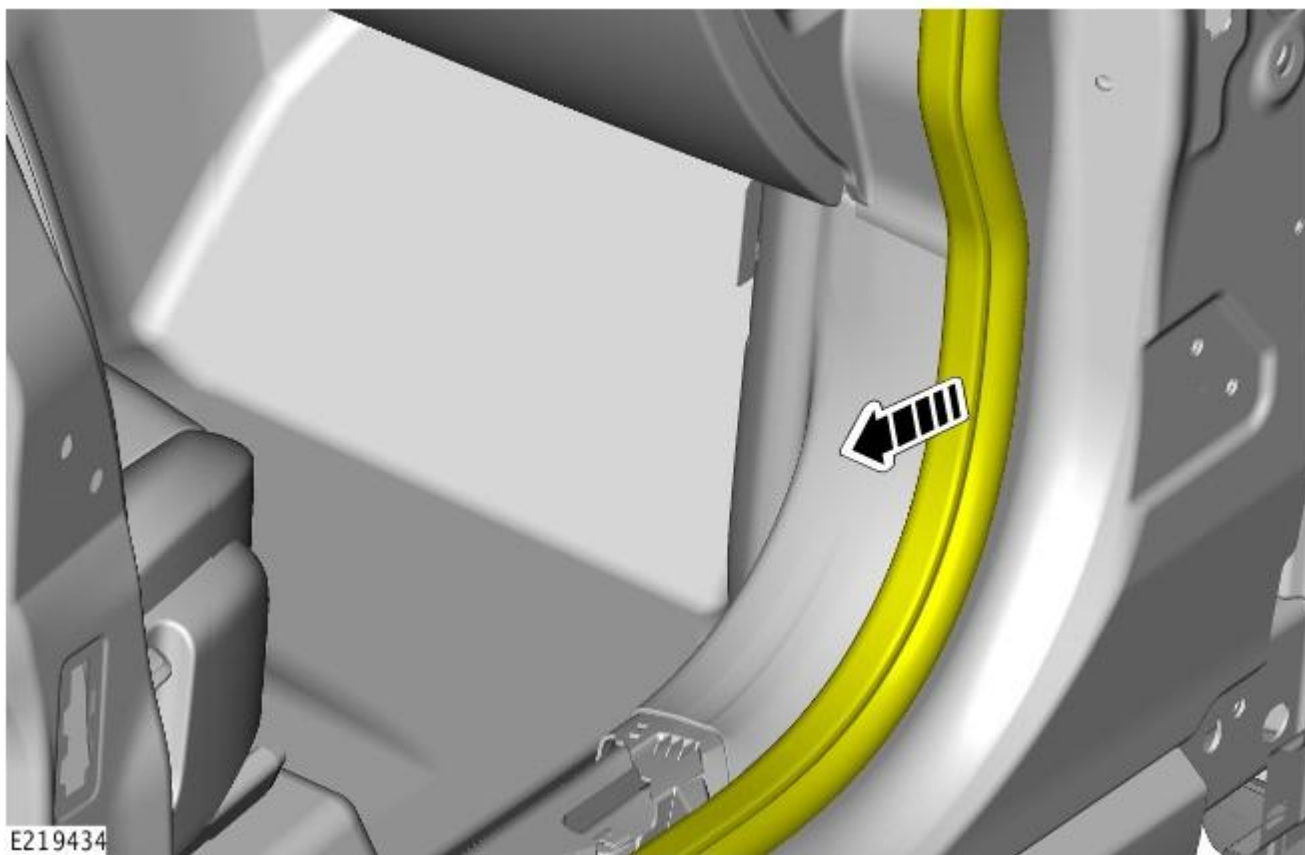


12. Remove the passenger side footwell trim panel.



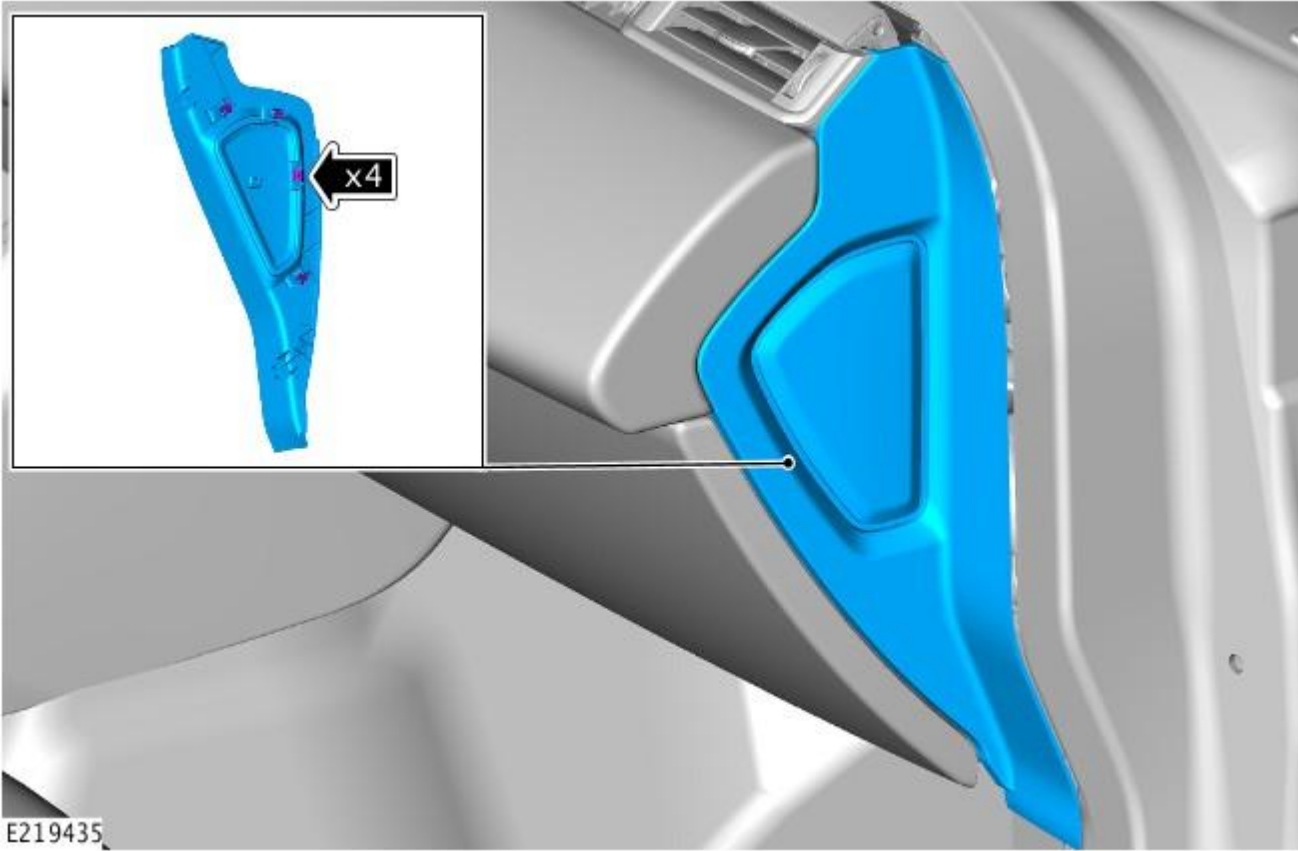
E219436

13. Remove the driver door aperture seal and position to one side.



E219434

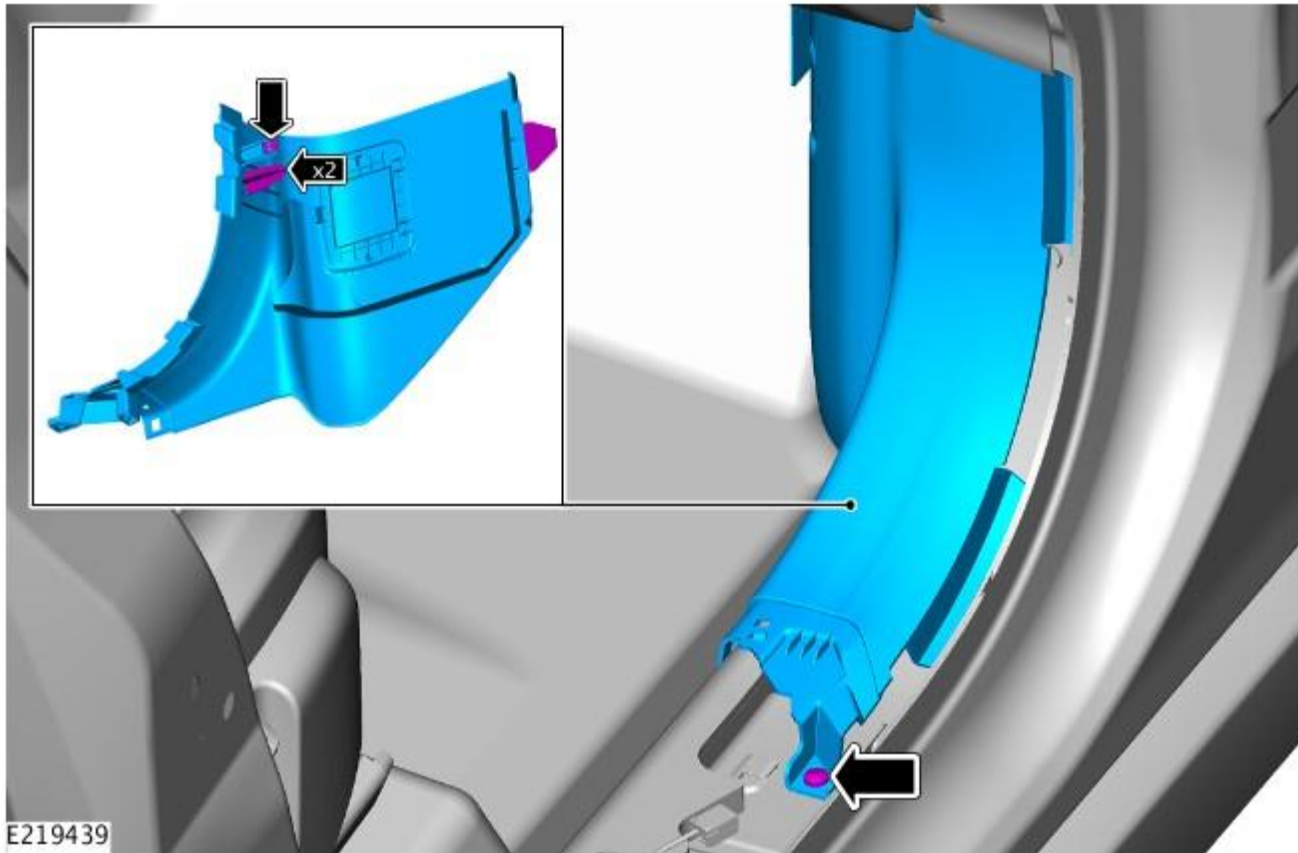
14. Remove the instrument panel trim.



E219435

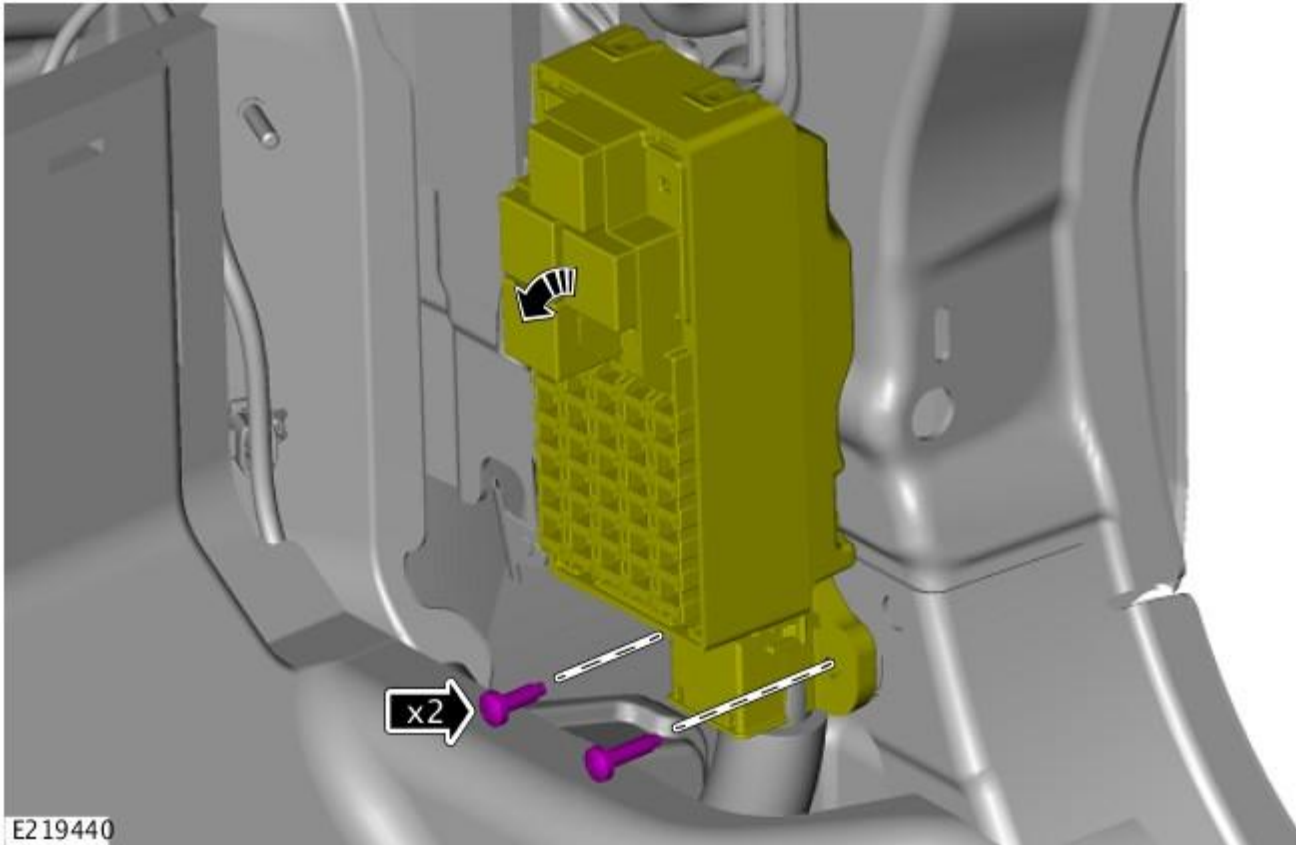
15. Remove the A-pillar lower trim panel.

- Torque: 3.5 Nm

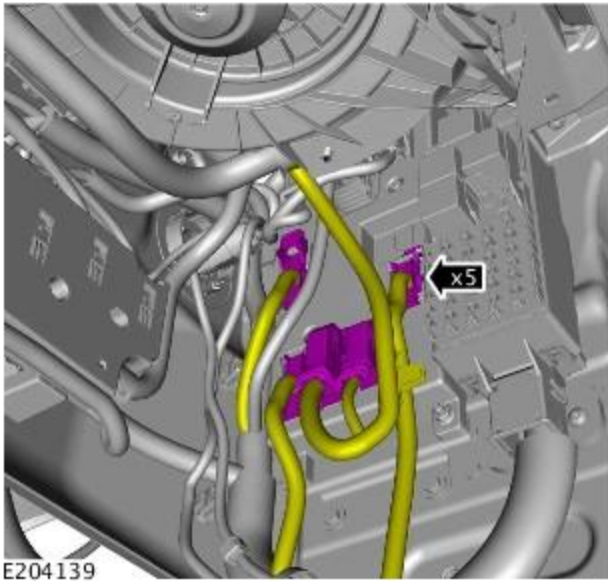


16. Position the junction box to one side.

- Torque: 10 Nm

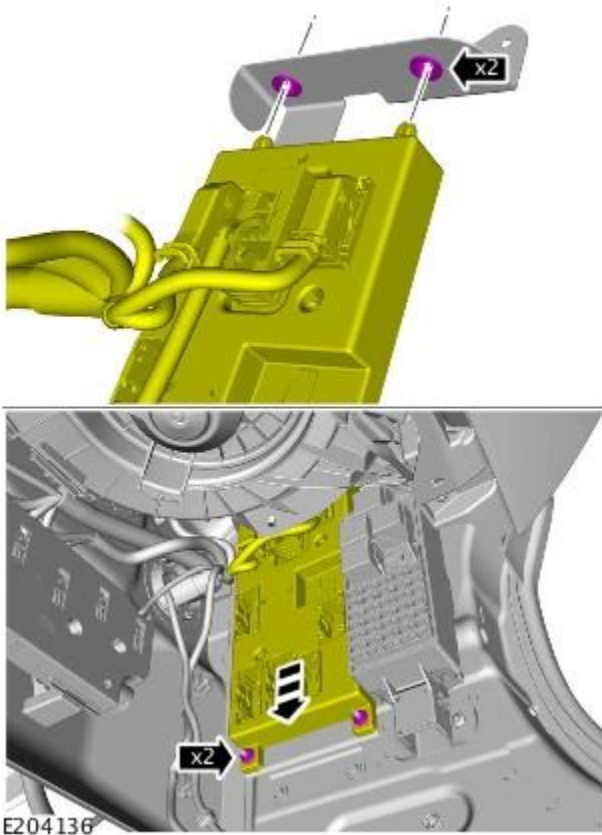


17. Disconnect the 5 electrical connectors from the [Body Control Module/Gateway Module \(BCM/GWM\)](#) assembly.



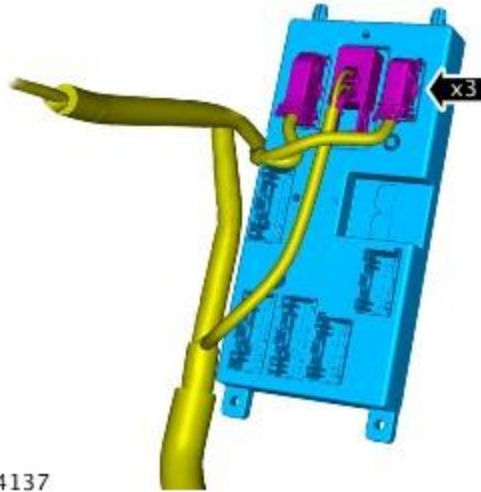
18. Remove the 2 retaining nuts.

- Lower the [BCM/GWM](#) assembly.
- Torque: **10 Nm**



19. Disconnect the 3 electrical connectors from the [BCM/GWM](#) assembly.

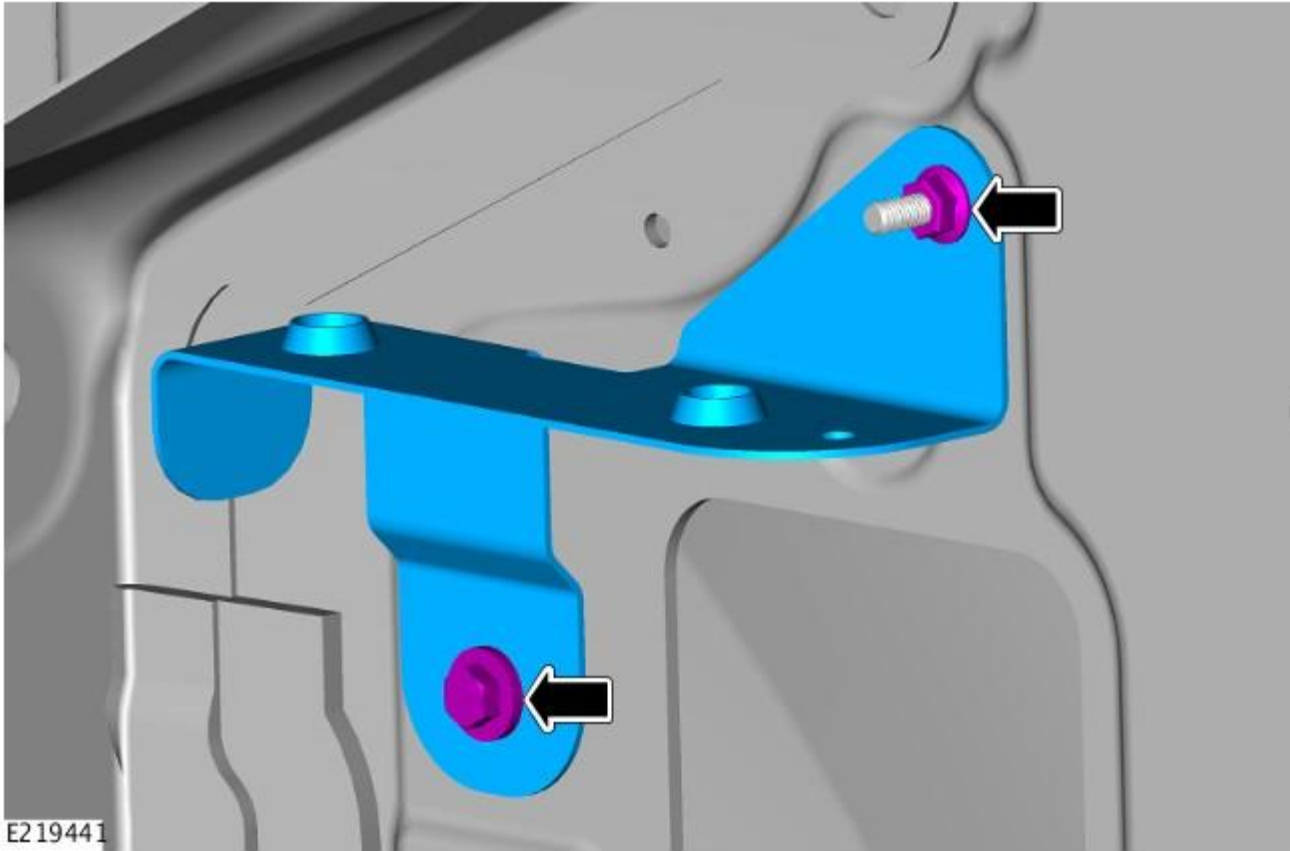
- Remove the [BCM/GWM](#) assembly.



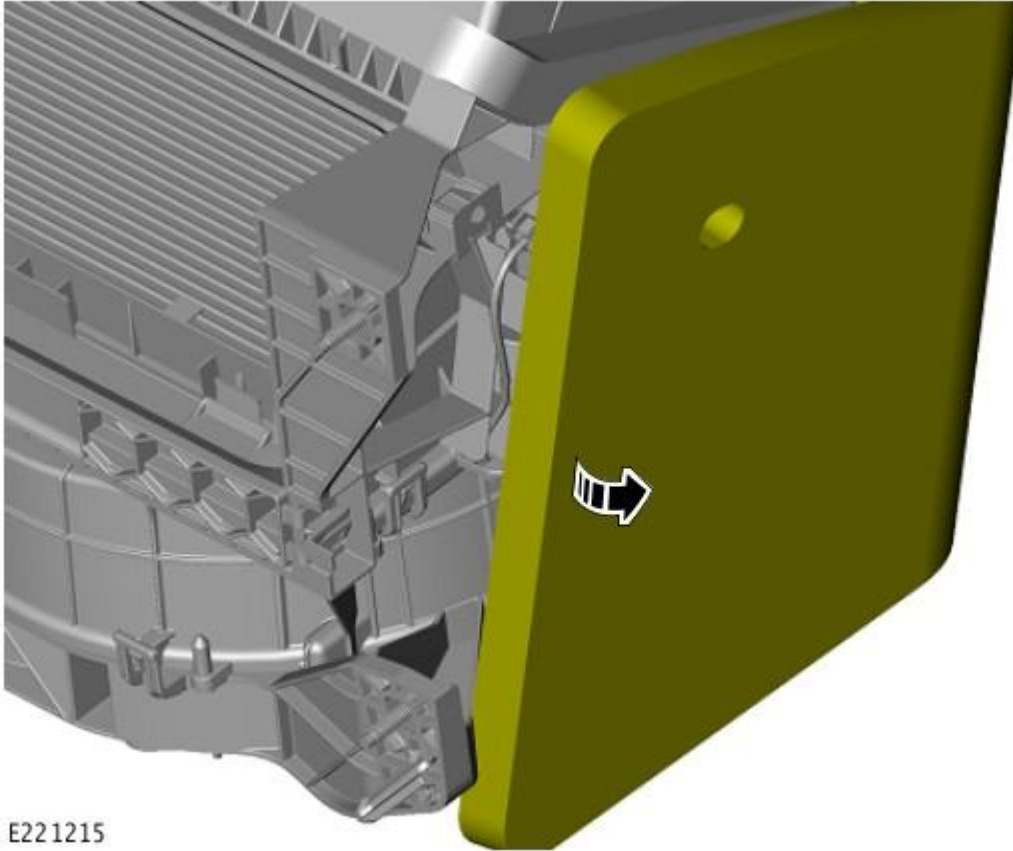
E204137

20. Remove the [BCM/GWM](#) upper mounting bracket.

- Torque: 10 Nm

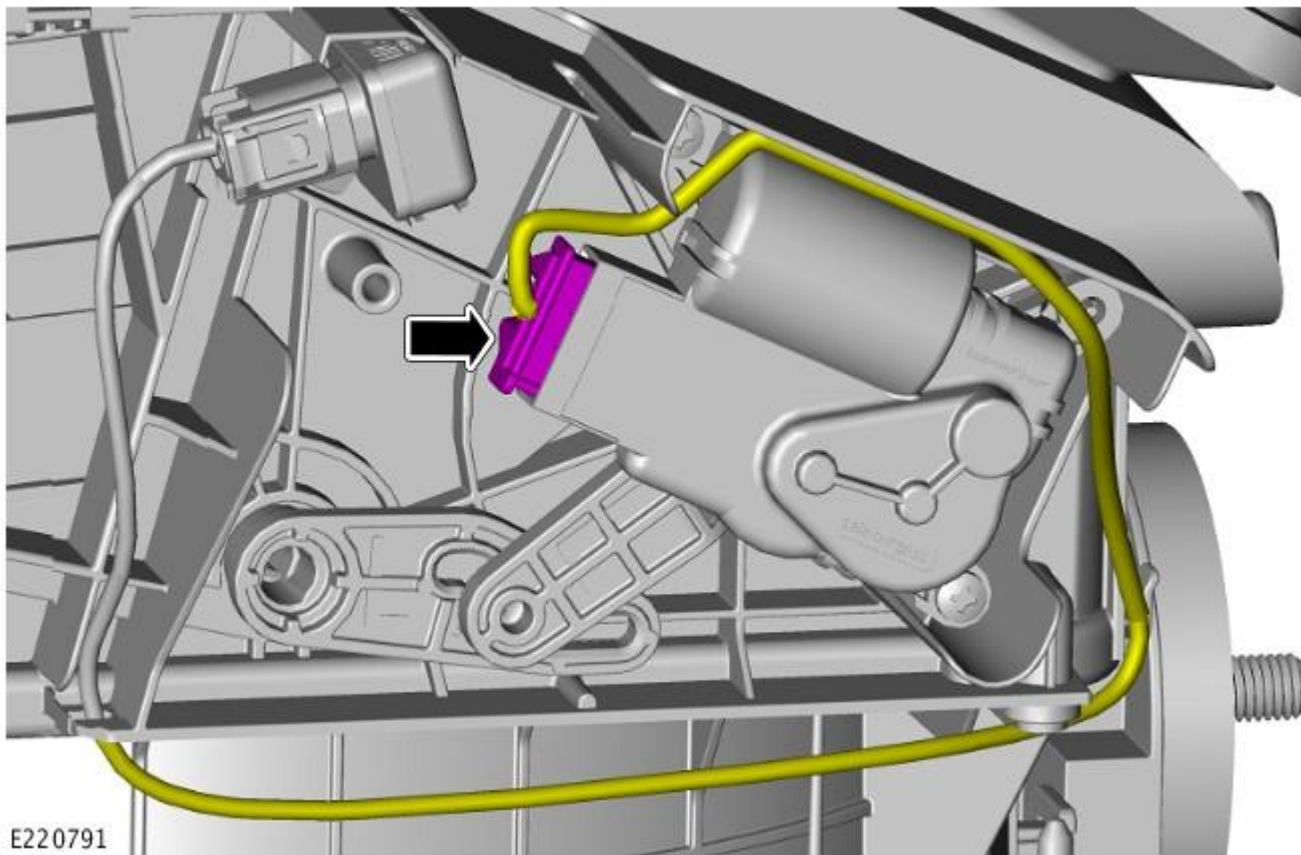


21. Position the [NVH](#) material to one side.



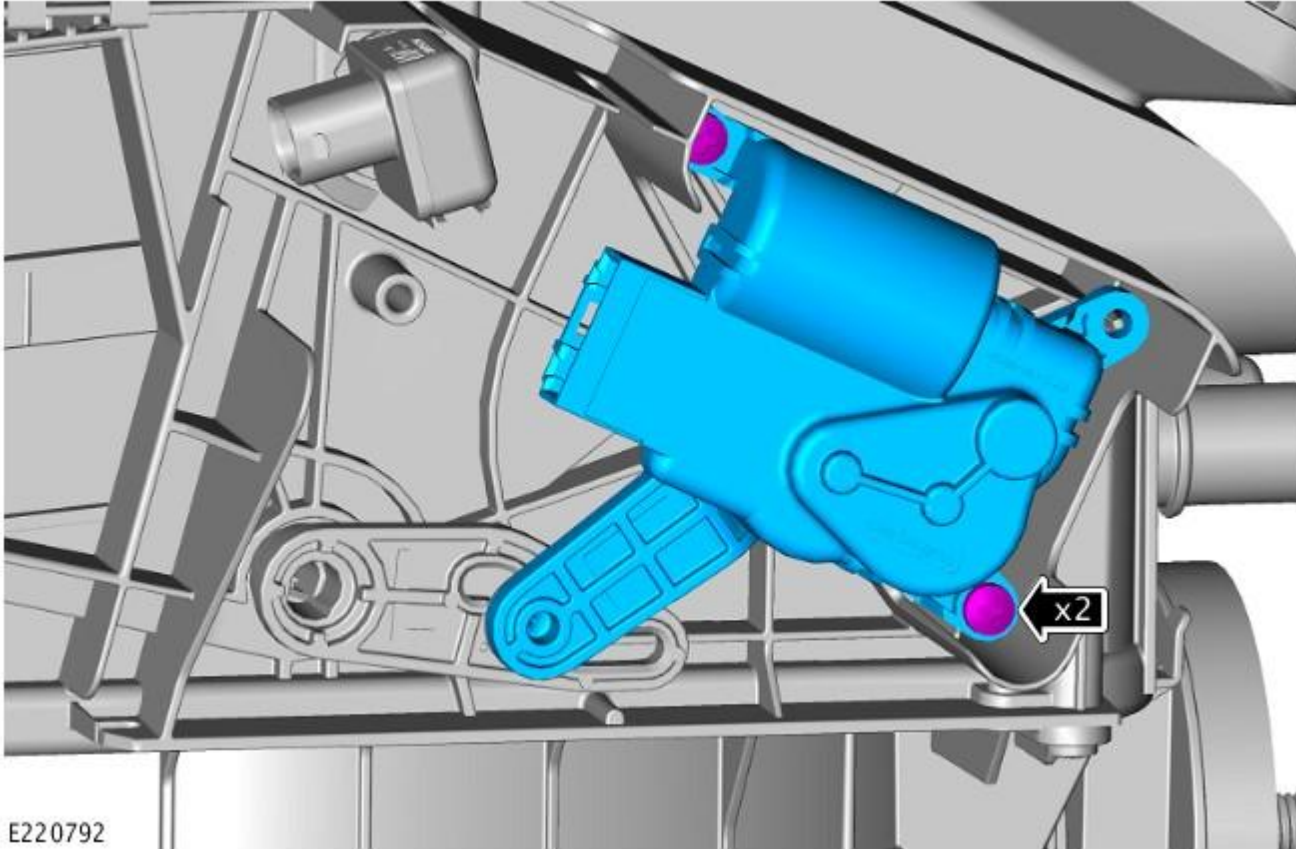
E221215

22. Disconnect the recirculation blend door actuator electrical wiring harness and position to one side.



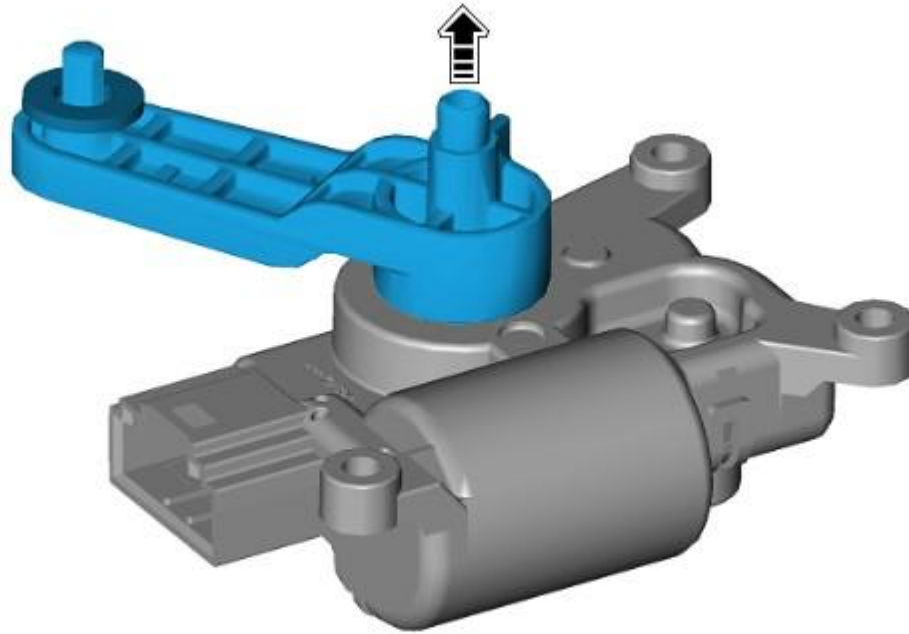
E220791

23. Remove the recirculation blend door actuator.



E220792

24. Remove the recirculation blend door actuator lever arm from the actuator.



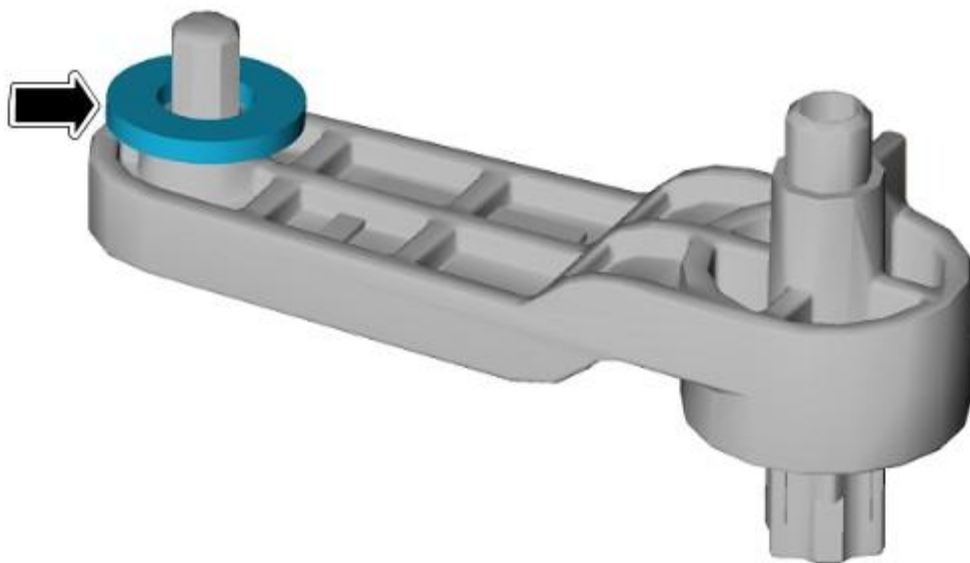
E221331

25.



CAUTION: This step must be completed using a clean glove.

Remove and retain the foam washer from the recirculation blend door actuator lever arm.



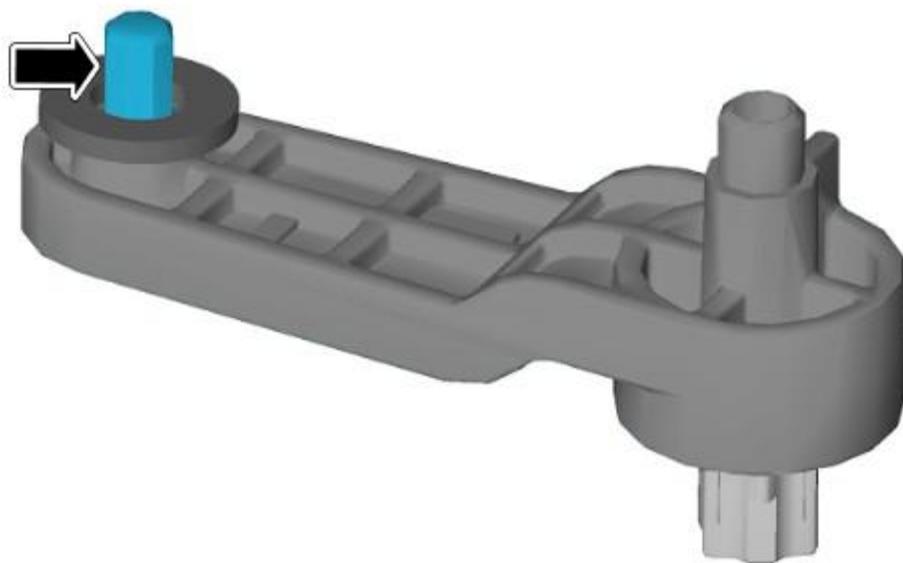
E221332

26.



CAUTION: This step must be completed using a clean glove.

Recover any grease from the recirculation blend door actuator lever arm as shown.



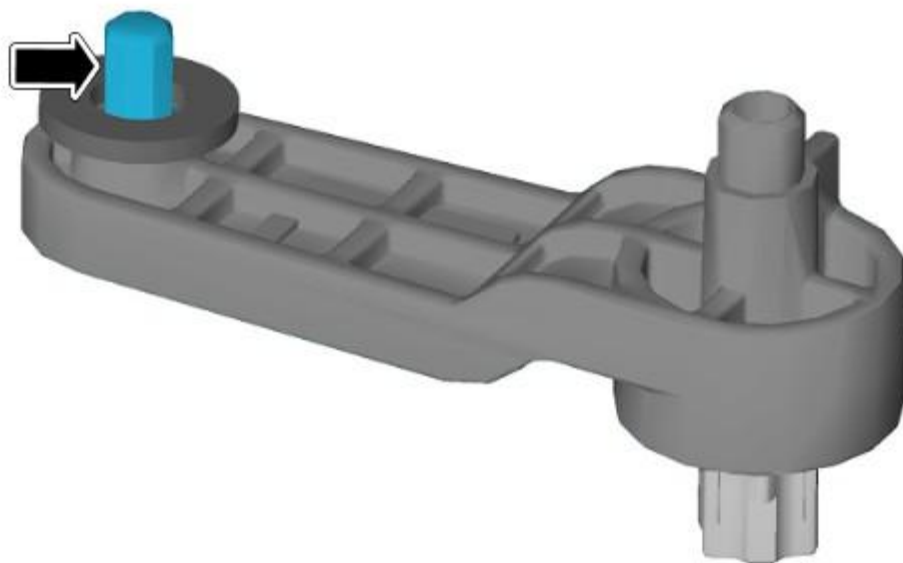
E221333

27.



CAUTION: This step must be completed using a clean glove.

Apply the recovered grease to the new recirculation blend door actuator lever arm as shown.



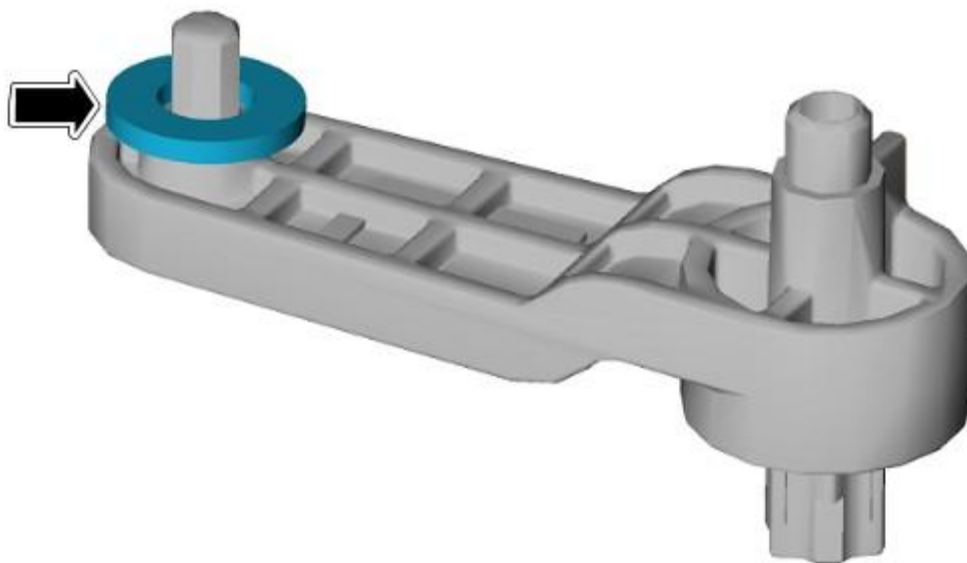
E221333

28.



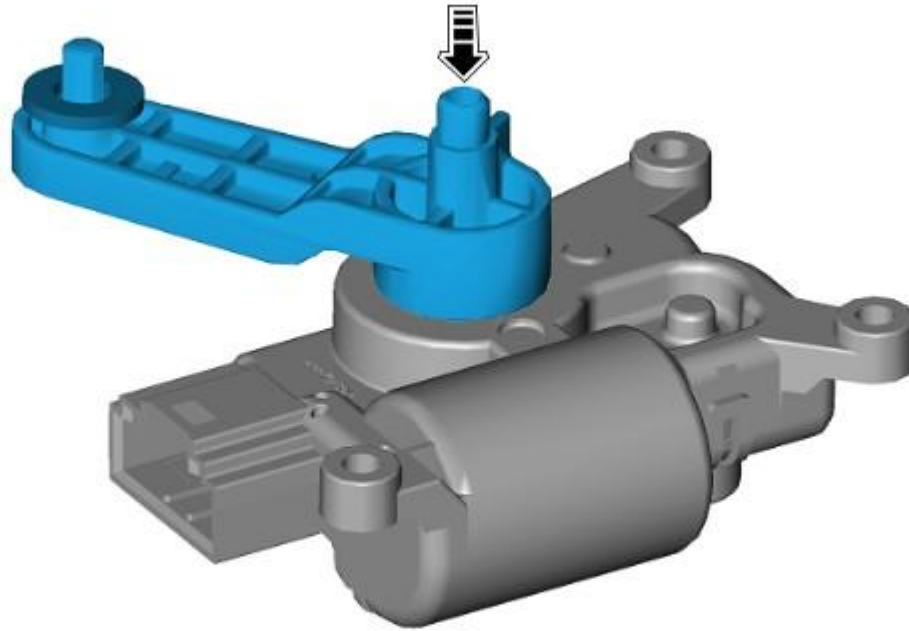
CAUTION: This step must be completed using a clean glove.

Install the original foam washer to the new recirculation blend door actuator lever arm.



E221332

29. Install the recirculation blend door actuator lever arm to the actuator.



E221334

30. CAUTIONS:

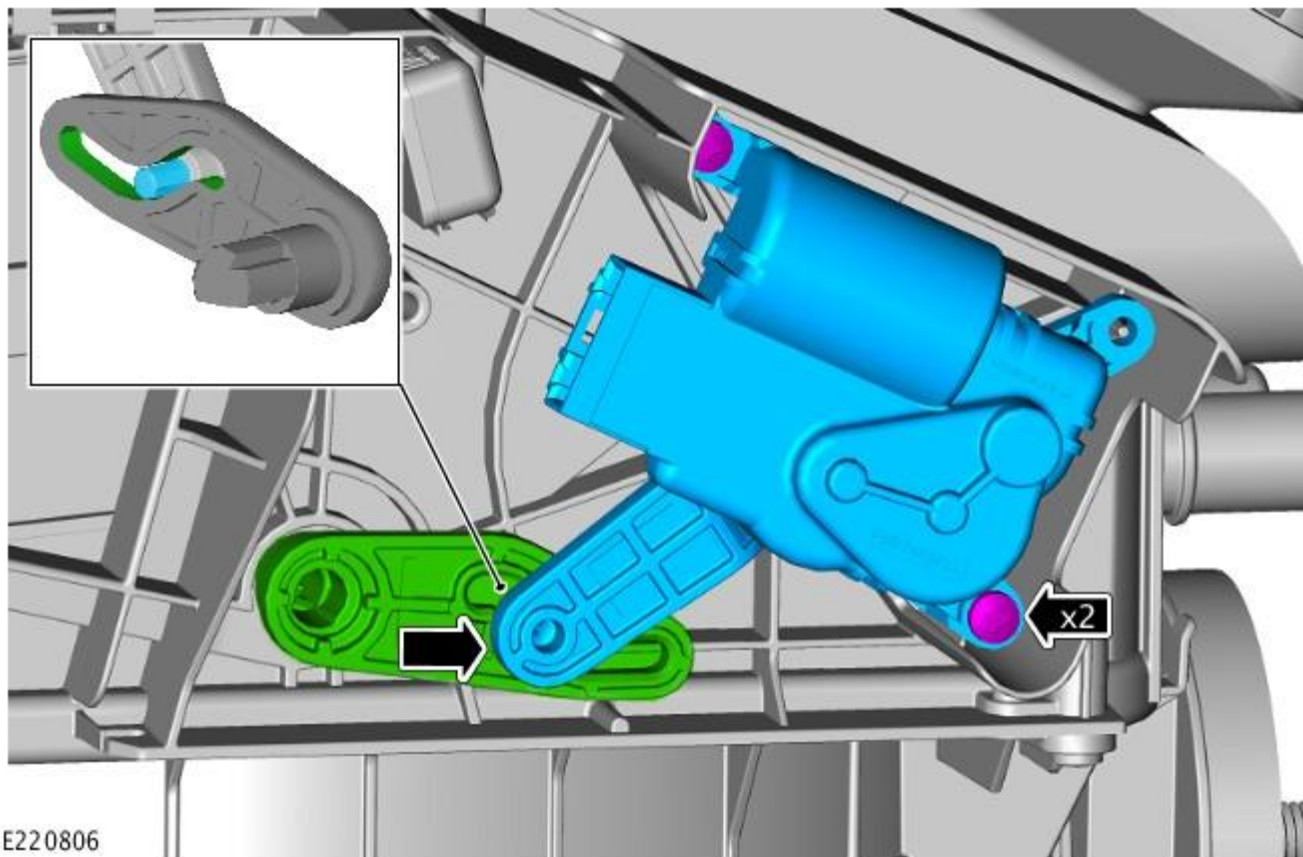
Make sure when installing the recirculation blend door actuator the new retaining screws are used from the link arm kit.



Make sure the recirculation blend door actuator lever arm is located correctly into the blend door lever arm.

Install the recirculation blend door actuator.

- Install the recirculation blend door actuator retaining screws.
- Torque: **1.5 Nm**



31. To install, reverse steps 11 to 21.

32. Connect the startup battery ground cable (see TOPIx Workshop Manual section, 414-01: Battery and Charging System - Battery, Mounting and Cables - General Procedures - Battery Disconnect and Connect).

33.



NOTE: If required.

Select the link to enable transit mode.

34.



NOTE: If required.

Select the link to enable transit mode.

35. Follow all on-screen instructions to complete the task.

36. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N143

Date: month/year

SAFETY RELATED RECALL - 2018 Model Year Range Rover Velar - HVAC Inlet Door Linkage Disconnect

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions we intend to take and what you will need to do.

Reason for this program

As a result of a defect in the operation of the heating system, the linkage that controls the fresh air flap may become disconnected. In this condition, and when the right atmospheric conditions exist, condensation may form on the windscreen and other windows in the vehicle. Failure to be able to demist 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.

JLR Limited and your Jaguar Land Rover retailer/authorized repairer will do

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will download the latest HVAC calibration software to the vehicle and replace the fresh air inlet door actuator arm.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle
- The program code for the action

If you do not have a retailer/authorized repairer, please access www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.


If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Relationship Center on (enter phone number)

This Recall Action is being undertaken in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this Recall Action.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you in advance for your co-operation.

Yours sincerely

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall N143	
Certain 2018 Model Year Range Rover Velar vehicles Interior Windows Fogging	

A concern has been identified on certain Range Rover Velar 2018 model year vehicles where the HVAC Control Module (HVAC) system may not function correctly. 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.

Question 1

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

Answer

Please make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

These vehicles are being recalled because this defect has the potential to cause degraded visibility unexpectedly and may not readily clear in some ambient conditions.

Question 3

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

Answer

At temperatures below 0 degrees Celsius 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.

Question 4

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

Answer

Failure to demist the front and side windows or excessive fogging of the windows will indicate the onset of this issue.

Question 5

Does this concern affect vehicle safety?

Answer

JLR is conducting this as this as a safety Recall.

Question 6

Has JLR received many complaints?

Answer

JLR has received a number of retailer and customer reports related to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

JLR is aware of one related minor accident and is not aware of any injuries which have been attributed to this issue.

Question 8

How was the condition discovered?

Answer

The condition was highlighted through market reports.

Question 9

How long has JLR known about this problem?

Answer

This issue started to be investigated as a possible safety hazard in late January 2018.

Question 10

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?

Answer

JLR has no concerns with the overall reliability of vehicles. Jaguar Land Rover carefully monitors data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

Vehicles are now manufactured with the required link travel restrictions and mechanical stops on the linkage.

Question 12

What will retailers/authorized repairers do to the vehicles?

Answer

Retailers/authorized repairers will download the latest control software and replace the link arm with a revised design of link arm.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover Velar 2018 model year SALYM2RV9JA700315 to SALYL2RV9JA740302 manufactured from 14 April 2017 to 17 November 2017.

Question 14

Are other JLR models affected by these actions?

Answer

No.

Question 15

Is the repair available to rework vehicles?

Answer

The repair process and required parts will be available at the time of recall launch.

Question 16

How much will the recall cost Jaguar Land Rover?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Retailer/Authorized Repairer for the work to be completed.

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than one hour ten minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a Retailer/Authorized Repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any Press enquiries are referred to the JLR Corporate Affairs office.