



SAFETY RELATED RECALL

Recall Action
Number: N206v2

Subject: Incorrect Fuel Level Displayed	Publication No.: N206v2
	Model: Range Rover (LG) - TDV6 3.0L Diesel
	Model Year: 2017
	Model: Discovery (LR) - TDV6 3.0L Diesel
	Model Year: 2017
	Model: Range Rover Sport (LW) - TDV6 3.0L Diesel
	Model Year: 2017
	Model: Range Rover Sport (LW) Model Year: 2017 Date of Issue: 17 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:	This campaign has been updated to include TOPIx Cloud diagnostic instructions. 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

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

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

A concern has been identified on certain 2017 model year Range Rover, Range Rover Sport and Discovery TDV6 3.0L Diesel engine vehicles 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 refuelled 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.

REGULATORY INFORMATION

- 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 2017 model year Range Rover, Range Rover Sport and Discovery TDV6 3.0L Diesel engine 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. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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 Safety Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure that all other outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign 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 - N206V2



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.

SROs

Description	SRO	Time
Gateway Module A (GWM) - Update ECU	85.87.12	0.2
Body Control Module (BCM) - Update ECU - With diagnostic equipment already connected	85.86.22.02	0.1
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 Jaguar Land Rover (JLR) claims submission system to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting the program code N206 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.

Program Code	Option	Description	SRO	Time
N206	B	GWM - Update ECU	85.87.12	0.2
		BCM - Update ECU - With diagnostic equipment already connected	85.86.22.02	0.1
N206	C	GWM - Update ECU	85.87.12	0.2
		BCM - Update ECU - With diagnostic equipment already connected	85.86.22.02	0.1
		Drive in/drive out	02.02.02	0.2

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\)](#) 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).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



NOTE: Modules already at the latest software level will not be available for update. If the module updates 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. Update the [GWM](#) -

5. Update the [BCM](#) -

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.

Sample Customer Letter

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

Vehicle Identification Number (VIN):

Registration Number:

Program Number: N206

Date: month/year

SAFETY RELATED RECALL - 2017 Model Year Range Rover, Range Rover Sport and Discovery vehicles - Incorrect Fuel Level Displayed

Dear

Jaguar Land Rover Limited is undertaking a Safety Recall (Program Number N206) which affects 2017 Model Year 3 litre V6 diesel Range Rover, Range Rover Sport and Discovery vehicles.

Reason for this program

A concern has been identified where the fuel gauge indicates a low fuel level and the low fuel warning lamp is illuminated when the fuel tank is not empty. The driver may ignore the warning because the vehicle may have just been refuelled or knows there is fuel in the tank sufficient such that the low fuel warning would not normally illuminate.

Should the vehicle continue to be driven, the engine will turn off unexpectedly once a further 2 liters of fuel has been consumed, but foundation brakes and all electrical functions will continue to operate as designed.

Engine turn off unexpectedly with minimal warning to the driver could lead to an increased risk of an accident.

What your Land Rover retailer/authorized repairer will do

At your visit, your preferred Land Rover retailer/authorized repairer will download the latest software to the vehicle.

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 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 (N206)

If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or 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 Jaguar Land Rover Limited Customer Relationship Centre. Please use telephone number 0370 5000 500.

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, Jaguar Land Rover Limited apologize for any inconvenience this bulletin may cause and thank you in advance for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON INQUIRY	
Jaguar Land Rover Safety Recall N206	
Certain 2017 Model Year (MY) Land Rover Range Rover, Range Rover Sport and Discovery Diesel Engine vehicles for Incorrect Fuel Level Displayed	

A concern has been identified on certain 2017 MY Range Rover, Range Rover Sport and Discovery Diesel engine vehicles 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.

Question 1

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

Answer

Make sure that any press inquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is Jaguar Land Rover Limited recalling these vehicles?

Answer

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

Question 3

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

Answer

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 refuelled or knows there is fuel in the tank sufficient such that the low fuel warning would not normally illuminate.

Question 4

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

Answer

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.

Question 5

Does this concern affect vehicle safety?

Answer

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

Question 6

Has JLR received many complaints?

Answer

Yes. There have been a number of reports of this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents or injuries known to be related to this issue.

Question 8

How was the concern discovered?

Answer

This issue was reported to JLR via retailer reports.

Question 9

How long has JLR known about this concern?

Answer

Investigation into this issue started in April 2018.

Question 10

If the concern is leading you to have 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. JLR 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

The correct software is now being applied to vehicles.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

retailer/authorized repairer will download the latest software to the vehicle.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover 2017MY TDV6 3.0L Diesel engine vehicles SALGS2FK3HA320359 to SALGS2FK4HA333328 (Selected vehicles within VIN range) Manufactured from October 25, 2016 to January 17, 2017. Range Rover Sport 2017MY TDV6 3.0L Diesel engine vehicles SALWR2FK4HA124048 to SALWG2FK1HA138445 SALWR2FKXHA663983 to SALWR2FK5HA673434 (Selected vehicles within VIN range) Manufactured from August 30, 2016 to January 20, 2017. Discovery 2017MY TDV6 3.0L Diesel engine vehicles SALRRBKB9HA000178 to SALRRBKB1HA001731 (Selected vehicles within VIN range) Manufactured from September 28, 2016 to January 10, 2017

Question 14

Are other JLR models affected by this concern ?

Answer

No. No other models are affected by this recall.

Question 15

Is the repair available to rework vehicles?

Answer

Yes, the software is available.

Question 16

How much will the recall cost JLR?

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 enter time to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

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

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 inquiries are referred to the Jaguar Land Rover Corporate Affairs office.