



SAFETY RELATED RECALL

Global Recall Action
Number: N227v3

Subject: Autonomous Emergency Braking (AEB) Not Available	Publication No.: N227v3
	Model: Range Rover (LG)
	Model Year: 2018
	Model: Discovery (LR)
	Model Year: 2018
	Model: Range Rover Sport (LW)
	Model Year: 2018
	Date of Issue: 13 April 2023

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
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 professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific 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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2018 Model Year (MY) Range Rover, Range Rover Sport and Discovery vehicles where the Autonomous Emergency Braking (AEB) feature will not be available. A warning message will not be displayed on the Instrument Cluster (IC) to inform the driver AEB is unavailable.

In the event of a situation where AEB would normally activate to avoid or reduce the severity of an accident, the system will not activate as designed, increasing the risk of an accident.

ACTION TO BE TAKEN

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

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.

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.

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.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 18V-625

Transport Canada (TC) reference number: 2018-499

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 2018 Model Year Range Rover, Discovery and Range Rover Sport 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 \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N227V3

SROs

Description	SRO	Time
Image Processing Module 'A' (IPMA) - Update ECU	86.54.89.40	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 TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N227 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
N227	B	IPMA - Update ECU	86.54.89.40	1.0
N227	C	IPMA - Update ECU Drive in/drive out	86.54.89.40 02.02.02	1.0 0.2

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\)](#) Global Warranty 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 update below cannot be completed due to already being at the latest software level, please email jlrcomp@jaguarlandover.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. Refer to: [Transit Mode](#) (100:00, General Procedures).

SERVICE INSTRUCTION

3.

NOTE:

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

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4. Update the [IPMA](#) - Refer to: [UPDATE MODULE](#) (401:00/IPMA,).

5.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

6.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

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

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

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N227

Date: month/year

SAFETY RELATED RECALL - 2018 Model Year Range Rover, Range Rover Sport and Discovery vehicles - Autonomous Emergency Braking (AEB) Not Available

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 that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified on certain 2018 model year Land Rover Range Rover, Range Rover Sport and Discovery vehicles where the Autonomous Emergency Braking (AEB) feature may not be available when required. A warning message will not be displayed on the instrument cluster to inform the driver that AEB is unavailable.

In the event of a situation where AEB would normally activate to avoid or reduce the severity of a collision, the system will not activate as designed, increasing the risk of an accident.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will update the software to the latest level available.

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.

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 JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

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

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

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover N227	
2018 Model Year Land Rover Range Rover, Range Rover Sport, and Discovery vehicles for Autonomous Emergency Braking (AEB) Not Available	

An issue has been identified on certain 2018MY Land Rover Range Rover, Range Rover Sport and Discovery vehicles where the AEB feature will not be available. A warning message will not be displayed on the instrument cluster to inform the driver AEB is unavailable.

Question 1

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

Answer

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

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

Engineering research showed after an in-service upgrade to certain software, the AEB was switched off and would not therefore continue to operate correctly on certain 2018MY vehicles. Engineering identified that a Field Service Action (FSA) released to the market altered default setting for AEB and prevented it from being turned on.

Question 4

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

Answer

There are no warnings that AEB is switched off however, the Driver may attempt to enable the AEB feature manually in the instrument cluster menu function and notice the AEB feature will immediately deselect, denoting the feature has been automatically disabled.

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 through retailer reports.

Question 9

How long has JLR known about this concern?

Answer

Investigation into this issue started in late May 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

This condition arose solely through an in-service software upgrade, no changes in vehicle production were required.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

A revised, correct version of the software will be downloaded into the vehicle.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover SALGA2BJ8JA380416 to SALGA2BJ3JA504964 Range Rover Sport SALWA2BY4JA170324 to SALWA2AY8JA806566 Discovery SALRT2RK9JA047661 to SALRA2BN9JA064552 (Selected vehicles within Vehicle Identification Number (VIN) ranges)

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 repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers.

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 enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.