

Jaguar Land Rover N227

573.6 (c) (6) - Chronology of Events

The issue was first reviewed at Jaguar Land Rover's Product Safety and Compliance Committee (PSCC) on June 05, 2018 following an Electronic Product Quality Report (EPQR) from an approved repairer stating the Autonomous Emergency Braking (AEB) feature was not operating as designed.

Following the EPQR report, engineering collected and researched claims of a similar nature from approved repairers. The research showed after an upgrade to the vehicle software, the AEB failed to continue to operate correctly on 2018MY vehicles. Engineering identified that a Field Service Action (FSA) released to the market altered (corrupted) the AEB functionality.

The investigation identified that the FSA was released to the market on May 03, 2018. Approved repairers were contacted to suspend the use of the FSA on May 31, 2018. A number of 2018 MY vehicles had already received the FSA.

Engineering completed verification testing on 2018 MY vehicles and requested a change to the software to be developed. This software development was progressed through June and early July 2018 with further testing to ensure robustness. Testing completed and the updated software was released in July 2018.

On July 24, 2018 the PSCC progressed the issue to the Jaguar Land Rover Recall Determination Committee (RDC).

The RDC reviewed the concern on July 26, 2018 and requested further information on what the driver would experience and what information the owner's handbook contains.

This information was presented to the PSCC on August 21, 2018 and the PSCC progressed the concern to the RDC.

The RDC reviewed all information on August 23, 2018 and requested further information on the driver experience. The information was presented to the PSCC on August 28, 2018. The PSCC progressed the information to the RDC on September 6, 2018 where RDC were informed that the default AEB condition is "On" at each ignition cycle. RDC were also advised a driver can manually, through use of instrument cluster menus, select AEB Off. That the AEB on affected vehicles is always set to "Off" AND cannot be set to "On" was recognized. RDC determined that vehicles in this condition with no obvious related warning message displayed to the driver on the instrument cluster represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

There have been no reported accidents, injuries or fires as a result of this concern.