

SAFETY RECALL N367 (NHTSA 19V-603) - PROXIMITY CAMERA SYSTEM STABILITY



NAS19.09.011

WORKSHOP

USA

AFTERSALES BULLETIN

SEPTEMBER 20, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2018 model year Land Rover 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 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 \$22,329.00 per vehicle.

This Aftersales 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.

THIS BULLETIN UPDATES AFTERSALES BULLETIN NAS19.09.001.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range equipped with the Surround Camera System which may fail to display the rearview image when a vehicle is about to reverse or is reversing.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2018

VIN: SALWR2RV1JA400003-SALWR2RV8JA414769

..... SALWR2RK5JA695614-SALWR2RV0JA699970

..... SALWR4RY1JA162191-SALWR2RE9JA199970

..... SALWV2RE3JA800012-SALWR2RE9JA813920

Range Rover (L405)

Model Year: 2018

VIN: SALGS4RY6JA361214-SALGS5REXJA399959

..... SALGS2RE7JA500017-SALGS2RE1JA516164

A total of 14,277 vehicles are potentially involved in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Failure to display the rearview image will reduce the driver's visibility, and should the driver not check their surroundings appropriately, may increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer for repair. There will be no charge to owners for this action.

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

If the vehicle software level is at a lower level than 17C, this software update enables a new InControl Touch Pro feature - Voice control of the navigation system. To utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook. If the maps are already at the latest level, the customer will have to wait until the next map update is available to activate this feature.

OWNER NOTIFICATION

Owner notification is expected to occur on or before October 14, 2019.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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 N367NAS, *SAFETY RECALL - Proximity Camera System Stability*, 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 make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure 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. Use TOPIx 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)
N367	A	InControl Touch Pro update	85.87.20	0.5
N367	B	InControl Touch Pro update Drive in/drive out	85.87.20 02.02.02	0.5 0.2

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N367	C	InControl Touch Pro update using Software over the Air (SOTA)	85.87.99	0.1
N367	D	InControl Touch Pro update using Software over the Air (SOTA)	85.87.99	0.1
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

October 2019

SAFETY RECALL N367 - Proximity Camera System Stability:

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2018**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-603

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 2018 model year Land Rover Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

Vehicles equipped with the Surround Camera System which may fail to display the rearview image when a vehicle is about to reverse or is reversing. Failure to display the rearview image will reduce the driver's visibility, and should the driver not check their surroundings appropriately, may increase the risk of a crash.

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 update the vehicle infotainment system software to the latest level.

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 'N367'.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately one (1) hour, 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.

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.

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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish at the end.

Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: SAFETY RECALL N367

Main Message: Vehicles equipped with the Surround Camera System which may fail to display the rearview image when a vehicle is about to reverse or is reversing.

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

Office: +1-201-760-8561

Cell: +1-201-739-2964

Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A Vehicles equipped with the proximity surround camera system may fail to display the rearview image when a vehicle is about to reverse or is reversing. This condition represents an unreasonable risk to safety if the rearview camera does not display an image (specifically defined in Federal Motor Vehicle Safety Standard (FMVSS) 111 – Rear Visibility) and the driver does not check their surroundings appropriately before reversing.

Q3 Can you tell me more about what is wrong with the vehicles?

A 2018MY was coincident with certain technical changes to both hardware and software for these vehicles. Jaguar Land Rover determined that an elevated pattern and trend exists for a failure to display rear view image on 2018MY Range Rover Sport and Range Rover vehicles equipped with the proximity surround camera system.

Q4 How would the customer become aware of potentially having this concern?

A Customers may notice a failure of the vehicle to display, delayed display, image unclear or an inappropriate image displayed in the rearview image on the center screen after selecting reverse gear.

Q5 Does this concern affect vehicle safety?

A Yes, this condition poses unreasonable risk to safety if the rearview camera does not display an image (specifically defined in FMVSS 111) and the driver does not check their surroundings appropriately before reversing.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Yes, there have been four reported incidents of property damage for the population included in this recall. There have been no reported injuries or fires for the recall population.

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 The concern was first identified when reports of rearview image issues were received.

Q9 How long has Jaguar Land Rover known about this problem?

A The issue was first investigated on 6 February 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** 2018MY vehicles are no longer in production.
- Q12** What will an authorized Land Rover retailer do to the vehicles?
- A** Authorized Land Rover retailers will download the latest infotainment system software to the vehicle.
- Q13** Which vehicles are affected by this recall?
- A** The following vehicles manufactured from July 05, 2017 to July 03, 2018:
- Range Rover Sport (L494)
- Model Year: 2018
- VIN: SALWR2RV1JA400003-SALWR2RV8JA414769
- SALWR2RK5JA695614-SALWR2RV0JA699970
- SALWR4RY1JA162191-SALWR2RE9JA199970
- SALWV2RE3JA800012-SALWR2RE9JA813920
- Range Rover (L405)
- Model Year: 2018
- VIN: SALGS4RY6JA361214-SALGS5REXJA399959
- SALGS2RE7JA500017-SALGS2RE1JA516164
- 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.
- Q16** Is this software also available via Software over the Air (SOTA)?
- A** Yes.
- Q17** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q18** 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.
- Q19** 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 to minimize inconvenience to customers and is expected to take no longer than one (1) hour. Due to retailer schedules, vehicles may be required for longer.
- Q20** 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.