

Part 573 Safety Recall Report

20V-557

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : SEP 12, 2020

NHTSA Recall No. : 20V-557

Manufacturer Recall No. : H294



Manufacturer Information :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

Mahwah NJ 07495

Company phone : 8188500

Population :

Number of potentially involved : 12

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2010-2017 Jaguar XJ

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : A concern has been identified with certain Jaguar XJ 2010 to 2013MY vehicles and one 2017MY vehicles where, when connected to Jaguar Land Rover's Symptom Driven Diagnostics (SDD) device and an update to the Restraint Control Module (RCM) is unsuccessfully undertaken, the calibration may default to a pre-set condition.

In the event of a frontal impact of a sufficient severity to require the Supplementary Restraint System (SRS) to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection.

The basis for how the recall population was determined was from supplier data.

Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2010, 2011 and 2017 Model Year (MY) Jaguar XJ vehicles built at Castle Bromwich (UK) Assembly Plant from July 09, 2009 to November 17, 2016.

2010MY SAJWA1GE3AMV00048 and SAJWA1GE5AMV00049 Two vehicles

2011MY SAJWA2GB3BLV01848 to SAJWA1JCXBMV10374 Nine vehicles

2017MY SAJWA2G79H8W05767 One vehicle

Production Dates July 09, 2009 to November 17, 2016.

Production Dates : JUL 09, 2009 - NOV 17, 2016

VIN Range 1 : Begin : SAJWA1GE3AMV00048 End : SAJWA1GE5AMV00049 Not sequential

VIN Range 2 : Begin : SAJWA2GB3BLV01848 End : SAJWA1JCXBMV10374 Not sequential

VIN Range 3 : Begin : SAJWA2G79H8W05767 End : SAJWA2G79H8W05767 Not sequential

Description of Defect :

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FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure of the airbags to deploy as required can lead to increased injuries to the occupants.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Software

Component Description : Software

Component Part Number : BW93 14C098 AA1

Supplier Identification :**Component Manufacturer**

Name : Jaguar Land Rover

Address : Abbey Road

Whitley Coventry FOREIGN STATES CV34LF

Country : United Kingdom

Chronology :

A Product Safety and Compliance Committee (PSCC) Investigation was opened on May 05, 2020, following a

report from a Jaguar Land Rover approved dealer where they found after updating the Restraints Control Module (RCM) software, the calibration part numbers did not match.

The PSCC directed an engineering team to review the concern in conjunction with the RCM supplier. The engineering team reported back to the PSCC at the end of May their initial findings for the vehicle in question, where the Restraints Control Module (RCM) calibration was incorrect. The PSCC requested a full review of the root cause and scope of vehicles which may have received the incorrect RCM calibration.

The engineering team reported back to the PSCC in July 2020 where they reported that should SDD software download to the vehicle not completed correctly for any reason it caused the RCM to revert to a default level calibration. This generates a specific Diagnostic Trouble Code (DTC), which could be used to accurately establish the scope of the concern.

The engineering team reported back to the PSCC in August 2020 following an extensive review and analysis of the Vehicle Feedback Database (VFDB) records, where presence of the specific DTC was determined. The review of the VFDB identified certain specific vehicles had the DTC present. The PSCC concluded on September 01, 2020 to progress the investigation to the Recall Determination Committee (RDC).

The RDC reviewed all information on September 03, 2020 and concluded that the issue represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

Jaguar Land Rover is aware of one report from a customer who was involved in a vehicle accident and suffered injuries which were attributed to this condition.

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to take their vehicles to an approved Jaguar dealer who will update the RCM with the latest software.

The 2017MY vehicle will be covered under Jaguar Land Rover's new vehicle warranty program. Therefore, reimbursement for pre-notice remedies are not necessary because the affected vehicle is still under warranty.

Customers with 2010-2013MY vehicles who have paid for a repair of this defect will be reimbursed by the Jaguar Land Rover reimbursement plan, subject to terms and conditions.

There will be no charge to owners for this repair.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Distribution of owner notification letters will occur on or before November 6, 2020. Notifications to dealers will occur on September 24, 2020.

Planned Dealer Notification Date : SEP 24, 2020 - SEP 24, 2020

Planned Owner Notification Date : NOV 06, 2020 - NOV 06, 2020

* NR - Not Reported