

Part 573 Safety Recall Report

20V-751

Manufacturer Name : Jaguar Land Rover North America, LLC**Submission Date :** DEC 03, 2020**NHTSA Recall No. :** 20V-751**Manufacturer Recall No. :** N516**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 23

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

Vehicle Information :

Vehicle 1 : 2020-2020 LAND ROVER DISCOVERY SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : A concern has been identified with certain 2020 Model Year Range Rover Evoque and Discovery Sport vehicles built at the Halewood UK assembly plant, where due to an error in a service software update, the Instrument Cluster (IC) randomly displays alternating speedometer and odometer units between MPH and KM/H while the vehicle is in motion without the driver making any selection of display units. The information displayed to the driver may not be in the correct units for the country where the vehicle is being driven. This may confuse and distract the driver. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range for affected vehicles is determined by specific model type and specification, sixteen 2020MY Range Rover Evoque and seven 2020MY L Land Rover Discovery Sport vehicles, which have received a specific software service update from the retailer and were built from January 16, 2019 to January 08, 2020.

Production Dates : JAN 16, 2019 - JAN 08, 2020

VIN Range 1 : Begin :	SALCT2FX4LH841919	End :	SALCT2FX4LH841919	<input type="checkbox"/> Not sequential
VIN Range 2 : Begin :	SALCT2FX1LH841327	End :	SALCT2FX1LH841327	<input type="checkbox"/> Not sequential
VIN Range 3 : Begin :	SALCT2FX1LH840601	End :	SALCT2FX1LH840601	<input type="checkbox"/> Not sequential
VIN Range 4 : Begin :	SALCL2FXXLH842086	End :	SALCL2FXXLH842086	<input type="checkbox"/> Not sequential
VIN Range 5 : Begin :	SALCJ2FX3LH842226	End :	SALCJ2FX3LH842226	<input type="checkbox"/> Not sequential
VIN Range 6 : Begin :	SALCT2FX6LH842506	End :	SALCT2FX6LH842506	<input type="checkbox"/> Not sequential
VIN Range 7 : Begin :	SALCT2FXXLH843254	End :	SALCT2FXXLH843254	<input type="checkbox"/> Not sequential

Vehicle 2 : 2020-2020 LAND ROVER RANGE ROVER EVOQUE

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : A concern has been identified with certain 2020 Model Year Range Rover Evoque and Discovery Sport vehicles built at the Halewood UK assembly plant, where due to an error in a service software update, the Instrument Cluster (IC) randomly displays alternating speedometer and odometer units between MPH and KM/H while the vehicle is in motion without the driver making any selection of display units. The information displayed to the driver may not be in the correct units for the country where the vehicle is being driven. This may confuse and distract the driver. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range for affected vehicles is determined by specific model type and specification, sixteen 2020MY Range Rover Evoque and seven 2020MY L Land Rover Discovery Sport vehicles, which have received a specific software service update from the retailer and were built from January 16, 2019 to January 08, 2020.

Production Dates : JAN 16, 2019 - JAN 08, 2020

VIN Range 1 : Begin : SALZP2FX8LH001320 End : SALZP2FX7LH077837 Not sequential

Description of Noncompliance :

Description of the Noncompliance : A concern has been identified with certain 2020 Model Year Range Rover Evoque and Discovery Sport vehicles built at the Halewood UK assembly plant, where due to an error in a service software update, the Instrument Cluster (IC) randomly displays alternating speedometer and odometer units between MPH and KM/H while the vehicle is in motion without the driver making any selection of display units.

The information displayed to the driver may not be in the correct units for the country where the vehicle is being driven.

Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 101 Controls and Displays and other state level regulations requiring the speedometer to read in MPH.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : This may confuse and distract the driver. In certain circumstances it could lead the driver to break the speed limit or drive the vehicle at excessive speed and potentially cause a crash.

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 : K8D2 14F530 EK

Supplier Identification :**Component Manufacturer**

Name : KPIT Technologies (UK) Ltd

Address : COVENTRY UNIVERSITY TECHNOLOGY PARK
PUMA WAY COVENTRY FOREIGN STATES CV1 2TT

Country : United Kingdom

Chronology :

The Product Safety and Compliance Committee (PSCC) opened an investigation on October 27, 2020 to review an issue of the instrument cluster randomly displaying MPH or KM/H on the speedometer and odometer of 2020 Model Year Range Rover Evoque and Discovery Sport vehicles. This display of MPH and KM/H was not selected by the driver and occurred while the vehicle was in motion. An engineering team was directed to investigate the issue and determine the scope of vehicles involved.

The engineering team reported back to the PSCC at the beginning of November where they identified that this condition was unique to certain vehicles which had received an in-service software update. During November, 2020, the engineering team reviewed the software update with the software supplier and identified a concern where the data buffer transfer was using incorrect cached data. The PSCC requested the engineering team to identify all vehicles which received this in-service software update in order to define the scope of vehicles affected.

The PSCC reviewed the findings of the scope on November 24, 2020. The PSCC progressed the issue to the Recall Determination Committee (RDC).

The RDC reviewed the issue on November 26, 2020 and concluded that it represented a non-compliance concern and a voluntarily non-compliance recall be conducted.

There has been no reports of accidents, injuries or fires as a result of this concern.

Description of Remedy :

Description of Remedy Program : Retailers will update the vehicles with the latest software.
There will be no charge to owners for this software update.
The vehicles will be covered under Jaguar Land Rover's new vehicle warranty program.
Customers who have paid for a repair of this defect will be reimbursed by the Jaguar Land Rover reimbursement plan, subject to terms and conditions.

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 January 29, 2021. Notifications to retailers will occur on December 17, 2020.
Planned Dealer Notification Date : DEC 17, 2020 - DEC 17, 2020
Planned Owner Notification Date : JAN 29, 2021 - JAN 29, 2021

* NR - Not Reported