

SAFETY RECALL N428 (NHTSA 20V-143) - TRAILER STOP LAMP FUNCTIONALITY



NAS20.03.019 | RECALL

USA

AFTERSALES BULLETIN

MARCH 26, 2020

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2017-2018 model year Land Rover Discovery 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.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range with halogen headlamps where, when a trailer lighting board is connected to the electrical trailer socket and Daytime Running Lamps (DRL) operate, the trailer lamps will not operate unless a turn indicator operates.

AFFECTED VEHICLE RANGE

Discovery (LR; with Halogen headlamps)

Model Year: 2017-18

VIN: SALRGG6BV6HA017777-SALRG2RVXJA079159

A total of 1,553 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

Where the trailer stop lamps fail to illuminate, other road users may not be aware that the vehicle may be slowing down or stopping; this will 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 retailer who will update the Body Control Module (BCM) software to the latest level.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of May 8, 2020.

ACTION TO BE TAKEN

Check DDW to ensure 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 N428NAS, *SAFETY RECALL: Trailer Stop Lamp Functionality*, 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)
N428	A	Body Control Module (BCM) - Update - Replace ECU	85.86.22	0.2
N428	B	Body Control Module (BCM) - Update - Replace ECU	85.86.22	0.2
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'N428' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
N428	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

TECHNICAL Q & A: SAFETY RECALL N428

Main Message: An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range with halogen headlamps where, when a trailer lighting board is connected to the electrical trailer socket and Daytime Running Lamps (DRL) operate, the trailer lamps will not operate unless a turn indicator operates.

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

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

A Where the trailer stop lamps fail to illuminate, other road users may not be aware that the vehicle may be slowing down or stopping, this will increase the risk of a crash.

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

A The dual-use trailer lamps (side turn indicator and stop lamp) and their interaction with the trailer lamp system are disabled when the DRLs are illuminated due to a software logic error in the Body Control Module (BCM). The DRLs only operate when the vehicle is in motion; therefore, when a trailer light check is completed, the vehicle is stationary and lamp functionality is not impaired.

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

A If the driver checks the operation of the trailer lamp system with the vehicle's DRLs illuminated, they will notice the trailer lamp system will fail to illuminate.

Q5 Does this concern affect vehicle safety?

A Yes, where the trailer stop lamps fail to illuminate, other road users will not be aware that the vehicle may be slowing down or stopping, this will increase the risk of a crash.

Q6 Has Jaguar Land Rover Limited received many complaints?

A No.

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 An investigation was opened following a Technical Assistance (TA) request relating to a failure to illuminate the trailer lights when the trailer was electronically connected to a vehicle and the vehicle was in motion but no evidence of a failure when stationary.

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

A The issue was opened on December 3, 2019.

- 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** This type of halogen headlamp is no longer used in production.
- Q12** What will an authorized Land Rover retailer do to the vehicles?
- A** An authorized Land Rover retailer will update the Body Control Module (BCM) software to the latest level.
- Q13** Which vehicles are affected by this recall?
- A** Discovery (LR; with Halogen headlamps; manufactured from May 2, 2017 to June 28, 2018)
Model Year: 2017-18
VIN: 017777-079159
- 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** Are parts available to rework vehicles?
- A** Yes, the necessary software is available for authorized Land Rover retailers to conduct this repair.
- Q16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q17** 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.
- Q18** 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 30 minutes. Due to retailer schedules, vehicles may be required for longer.
- Q19** 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.