

NON-COMPLIANCE RECALL N486 (NHTSA 20V-517) - INCORRECT TIRE PRESSURE MONITORING SYSTEM SETTING



NAS20.09.006 | RECALL

USA

AFTERSALES BULLETIN

SEPTEMBER 18, 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 2020 model year Land Rover Range Rover Evoque 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.

NOTE: [this bulletin updates NAS20.09.003.](#)

DESCRIPTION OF DEFECT

An issue has been identified on certain 2020 model year Land Rover Range Rover Evoque vehicles within the listed Affected Vehicle Range where the Tire Pressure Monitoring System pressure has not been set correctly in the Instrument Panel Cluster. The set Instrument Panel Cluster stored pressures are used by the Tire Pressure Monitoring System to determine pressure thresholds against which Tire Pressure Monitoring System warning system activation should occur. The Tire Pressure Monitoring System will not illuminate the warning telltale at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the Tire Placard. The Tire Pressure Monitoring System set pressure on the Instrument Panel Cluster does not correspond with the correct information on the Tire Placard.

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 138 Tire Pressure Monitoring System.

AFFECTED VEHICLE RANGE

New Range Rover Evoque (LZ; with 18" wheels)

Model Year: 2020

VIN: SALZJ2FX3LH071163-SALZJ2FX6LH103507

A total of 1,285 vehicles are potentially involved in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Operating a vehicle with tires at low inflation pressures can contribute to separation of the tire tread. If the tread separates from the tire, the driver can lose control of the vehicle, possibly resulting in a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer to update the Tire Pressure Monitor Module (TPM) software to the latest level.

There will be no charge to owners for this action.

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

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of October 12, 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 N486NAS, *Non-Compliance Recall: Incorrect Tire Pressure Monitoring System Setting*, 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)
N486	A	Tire Pressure Monitor Module (TPM) - Update - Replace ECU	85.74.03	0.2
N486	B	Tire Pressure Monitor Module (TPM) - Update - Replace ECU	85.74.03	0.2
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

IMPORTANT RECALL

This notice applies to your vehicle SALZXXXXXXXXXXXXXX

October 2020

Non-Compliance Recall N486: Incorrect Tire Pressure Monitoring System Setting

**Vehicle Affected: Land Rover Range Rover Evoque
Model Year: 2020**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-517

Dear Range Rover Evoque Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has determined that certain 2020 model year Land Rover Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 138, 'Tire Pressure Monitoring System'.

Your vehicle is included in this Recall action.

What is the reason for this program?

The Tire Pressure Monitoring System pressure has not been set correctly in the Instrument Panel Cluster. The set Instrument Panel Cluster stored pressures are used by the Tire Pressure Monitoring System to determine pressure thresholds against which Tire Pressure Monitoring System warning system activation should occur. As a result, the Tire Pressure Monitoring System will not illuminate the warning light at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the Tire Placard. The Tire Pressure Monitoring System set pressure on the Instrument Panel Cluster does not match the correct information on the Tire Placard.

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 138, 'Tire Pressure Monitoring System'.

Unknowingly operating a vehicle with tires at low inflation pressures can contribute to separation of the tire tread. If the tread separates from the tire, the driver can lose control of the vehicle, possibly resulting in 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 Tire Pressure Monitor Module (TPM) 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 **'N486'**.

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 30 minutes, 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

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 to 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,



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

TECHNICAL Q & A: NON-COMPLIANCE RECALL N486

Main Message: the Tire Pressure Monitoring System pressure has not been set correctly in the Instrument Panel Cluster. The set Instrument Panel Cluster stored pressures are used by the Tire Pressure Monitoring System to determine pressure thresholds against which Tire Pressure Monitoring System warning system activation should occur.

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 in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 138 Tire Pressure Monitoring System. Operation of tires at low inflation pressures can contribute to separation of the tire tread. If the tread separates from the tire, the driver can lose control of the vehicle, possibly resulting in a crash.

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

A The tire pressure monitoring system will not illuminate the warning telltale at the correct pressure when the tire pressure drops below the threshold when compared to the manufacturer's recommended cold inflation pressure as stated on the tire placard. The tire pressure monitoring system set pressure on the Instrument Panel Cluster does not correspond with the correct information on the tire placard. The pressures stated on the tire placard are correct.

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

A Customers may notice, where the tire pressure monitoring system warning illuminates that they add more air than expected to achieve the tire pressures printed on the tire placard.

Q5 Does this concern affect vehicle safety?

A Yes; vehicles in this condition will not meet the requirements of FMVSS 138.

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 on July 21, 2020 following a vehicle inspection at the Halewood assembly plant where plant technicians identified a concern with the tire pressure monitoring system.

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

A The investigation was opened on July 21, 2020

- 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** Production vehicles are manufactured with the correct tire pressure monitoring system pressure settings.
- Q12** What will an authorized Land Rover retailer do to the vehicles?
- A** An authorized Land Rover retailer will update the Tire Pressure Monitor Module (TPM) software to the latest level.
- Q13** Which vehicles are affected by this recall?
- A** Model: New Range Rover Evoque (LZ; with 18" wheels) manufactured between
December 2, 2019 to July 16, 2020
Model Year: 2020
VIN: SALZJ2FX3LH071163-SALZJ2FX6LH103507
- 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.