

NON-COMPLIANCE RECALL N516 (NHTSA 20V-751) - INSTRUMENT PANEL CLUSTER (IPC) DISPLAYING INCORRECT SPEEDOMETER UNITS



NAS21.01.007 | RECALL

USA

AFTERSALES BULLETIN

JANUARY 7, 2021

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Non-Compliance Recall on certain 2020 model year Land Rover Discovery Sport and 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 Aftersales Bulletin NAS20.12.011.](#)

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, due to an error in a service software update, the Instrument Panel Cluster (IPC) randomly displays alternating speedometer and odometer units between Miles Per Hour (MPH) and Kilometers Per Hour (KM/H while the vehicle is in motion without the driver making any selection of display units.

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

AFFECTED VEHICLE RANGE

A total of 23 vehicles are involved in the USA and Federalized Territories.

Discovery Sport

Model Year: 2020

VIN: SALCT2FX1LH840601-SALCT2FXXLH843254

Range Rover Evoque

Model Year: 2020

VIN: SALZP2FX8LH001320-SALZP2FX7LH077837

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

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. 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.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will update the vehicle software to the correct specification. There will be no charge to owners for this action under this Program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before January 29, 2021.

ACTION TO BE TAKEN

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.

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.

Refer to Technical Bulletin N516NAS, *Non-Compliance Recall N516: Instrument Panel Cluster (IPC) Displaying Incorrect Speedometer Units*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by 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 make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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)
N516	A	Gateway Module A (GWM) - Update - Replace ECU	85.87.12	0.2
N516	B	Gateway Module A (GWM) - Update - Replace ECU	85.87.12	0.2
		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

January 2021

Non-Compliance Recall N516: Instrument Panel Cluster (IPC) Displaying Incorrect Speedometer Units

**Vehicle Affected: Land Rover Discovery Sport, Range Rover Evoque
Model Year: 2020**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-751

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 certain 2020 model year Land Rover Discovery Sport and Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 101 'Controls and Displays'.

Your vehicle is included in this Recall action.

What is the reason for this program?

Due to an error in a service software update, the Instrument Panel Cluster (IPC) randomly displays alternating speedometer and odometer units between Miles Per Hour (MPH) and Kilometers Per Hour (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. Displaying the incorrect units 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.

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

What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above to update the vehicle software to the correct specification.

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 '**N516**'.

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.

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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a long horizontal flourish extending to the right.

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

TECHNICAL Q & A: NON-COMPLIANCE RECALL N516

Main Message: an issue has been identified with certain 2020 model year Land Rover Discovery Sport vehicles. Due to an error in a service software update, the Instrument Panel Cluster (IPC) 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.

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 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.

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

A Vehicles in this condition had received an in-service software update through retailers. The software update caused the data buffer transfer to incorrectly cache the data in the Instrument Panel Cluster (IPC) control module. Without the correctly cached data, the IPC will alternate between mph and km/h speedometer readings at random, and without any input or selection by the driver.

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

A Customers will notice their speedometer and odometer randomly switching between their originally selected display units of mph or km/h.

Q5 Does this concern affect vehicle compliance?

A Yes. Vehicles in this condition do not meet the requirements noted above.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a small number of reports relating to this matter.

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 Jaguar Land Rover has received a small number of reports relating to this matter.

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

A The investigation was opened on October 27, 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 This issue only affects vehicles which have received an in-service software update. It does not affect vehicles in production.

Q12 What will an authorized Land Rover retailer do to the vehicles?

A Authorized Land Rover retailers will update the vehicle software to the correct specification.

Q13 Which vehicles are affected by this recall?

A Certain 2020 model year Land Rover vehicles, within the listed VIN ranges and manufactured from January 16, 2019 to January 8, 2020, are affected:

- Discovery Sport
SALCT2FX1LH840601-SALCT2FXXLH843254
- Range Rover Evoque
SALZP2FX8LH001320-SALZP2FX7LH077837

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 if they have any concerns regarding their vehicles.