

NOTIFICATION OF NON-COMPLIANCE RECALL N516 (NHTSA 20V-751)



NAS20.12.011 | RECALL

USA

AFTERSALES BULLETIN

DECEMBER 17, 2020

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.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle where, due to an error in a service software update, the Instrument Cluster 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.

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.

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.

Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

OWNER NOTIFICATION

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

ACTION TO BE TAKEN

Check the Jaguar Land Rover claims submission system 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, LLC 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.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.