



SAFETY RELATED RECALL

Recall Action
Number: N428v2

Trailer Stop Lamp Functionality	Subject:
	Publication No.: N428v2
	Model: Discovery (LR)
	Model Year: 2017 - 2018
	Assembly Plant: Solihull
	Date of Issue: 22 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved JLR retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2017 and 2018 model year Land Rover Discovery vehicles installed with low line headlamp assemblies. When a trailer lighting board is connected to the electrical trailer socket and Daytime Running Lamps (DRLs) operate, the trailer lamps will not operate unless a side turn indicator operates. 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.

REGULATORY INFORMATION

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2017 and 2018 model year Land Rover Discovery vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - N428V2



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SROs

Description	SRO	Time
Body Control Module (BCM) - Update ECU	85.86.22	0.2
Drive in/drive out	02.02.02	0.2



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N428 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
N428	A	BCM - Update ECU	85.86.22	0.2
N428	B	BCM - Update ECU Drive in/drive out	85.86.22 02.02.02	0.2 0.2

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Customer Reimbursement Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [BCM](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Bulletin Number: N428

Date: month/year

SAFETY RELATED RECALL - 2017 to 2018 Model Year Discovery Vehicles - Trailer Stop Lamp Functionality

Dear

Reason for this bulletin

A concern has been identified on certain 2017 and 2018 model year Land Rover Discovery vehicles installed with low line headlamp assemblies. When a trailer lighting board is connected to the electrical trailer socket and daytime running lamps operate, the trailer lamps will not operate unless a side turn indicator operates.

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.

Jaguar Land Rover Limited and your Jaguar Land Rover retailer/authorized repairer will do

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will update the Body Control Module software.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle

- The Recall number for the action

If you do not have a retailer/authorized repairer, please access www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the Jaguar Land Rover Limited Customer Relationship Centre. Please use phone number 0370 5000 500.


This Recall Action will be completed on your vehicle free of charge, in accordance with the legislative or industry requirements concerning vehicle defects.

Please treat this matter with the urgency it requires, Jaguar Land Rover Limited apologize for any inconvenience this bulletin may cause and thank you in advance for your co-operation.

Yours sincerely

[Enter Name]

[Enter Job Title]

Technical Questions And Answers	
FOR USE ON enquiry	
Jaguar Land Rover Safety Recall N428	
2017 and 2018 Model Year Land Rover Discovery Vehicles with low-line Halogen Headlamps for Tow Trailer Stop Lamp Functionality	

A concern has been identified on certain 2017 and 2018 model year Land Rover Discovery vehicles installed with low-line halogen headlamp assemblies. When a trailer lighting board is connected to the electrical trailer socket and Daytime Running Lamps (DRLs) operate, the trailer lamps will not operate unless a side turn indicator operates.

Question 1

Who do I contact if a member of the press contacts me about this recall?

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

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.

Question 3

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

Answer

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.

Question 4

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

Answer

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

Question 5

Does this concern affect vehicle safety?

Answer

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.

Question 6

Has JLR received many complaints?

Answer

No.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

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.

Question 9

How long has JLR known about this concern?

Answer

The issue was opened on 3 December 2019.

Question 10

Does JLR have concerns regarding the reliability, compliance, or safety of the vehicles? What type of measures are JLR planning to take?

Answer

JLR has no concerns with the overall compliance and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

This type of low-line halogen headlamp is no longer in production.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to a Land Rover retailer/authorized repairer to have the BCM software updated.

Question 13

Which vehicles are affected by this recall?

Answer

Land Rover Discovery vehicles - SALRBBV6HA017777 to SALRG2RVXJA079159 (selected vehicles within Vehicle Identification Number (VIN) Range). Manufactured from May 2, 2017 to June 28, 2018.

Question 14

Are other JLR models affected by this concern?

Answer

No.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than fifteen minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.