



NON-COMPLIANCE RELATED RECALL

Recall Action Number: N486NAS2

Subject: Incorrect Tire Pressure Monitoring System Setting	Publication No.: N486NAS2
	Model: New Range Rover Evoque (LZ)
	Model Year: 2020
	Date of Issue: 26 August 2022

To:	Jaguar Land Rover North America, LLC.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific 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 potential concern has been identified on specific vehicles within the above vehicle range.

On certain 2020 model year Range Rover Evoque, non-Plug-in Hybrid Electric Vehicle (PHEV) specification vehicles installed with 18 inch wheels, the tire pressure monitoring system pressure has been set incorrectly in the Instrument Panel Cluster Control Module (IPC). The tire pressures stored in the IPC are employed by the TPMS to determine pressure thresholds against which tire pressure monitoring 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 tire pressure on the IPC does not correspond with the correct information on the tire placard. The pressures stated on the tire placard are correct.

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.

ACTION TO BE TAKEN

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

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.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Non-Compliance Recall on certain 2020 model year Range Rover Evoque, non-Plug-in Hybrid Electric Vehicle (PHEV) specification vehicles imported into the United States markets. Information relating to this Non-Compliance Recall will be posted on the NHTSA website. 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 Non-Compliance Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer 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 Non-Compliance Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Non-Compliance Recall repair is completed.

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/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Non-Compliance Recall notice to the applicable customers.

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

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - N486NAS2



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 Jaguar Land Rover (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.

SROs

Description	SRO	Time
Tire Pressure Monitor Module (TPM) - Update ECU	85.74.03	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 N486 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
N486	A	TPM - Update ECU	85.74.03	0.2
N486	B	TPM - Update ECU Drive in/drive out	85.74.03 02.02.02	0.2 0.2



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.

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.

Customer Reimbursement and Related Damage 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



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email jlrcamp@jaguarlandrover.com with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

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. Select the link to update the [TPM](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. 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: N486

Date: month/year

NON-COMPLIANCE RELATED RECALL - Range Rover Evoque - Incorrect Tire Pressure Monitoring System Setting

Dear

Jaguar Land Rover Limited would like to advise you that during on-going quality assessment of our product, we have identified that a non-compliance related problem exists on certain Range Rover Evoque vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Reason for this bulletin

A concern has been identified with the tire pressure monitoring system settings installed to your vehicle.

The tire pressure monitoring system low pressure warning lamp will be illuminated at lower tire pressure levels than expected. Driving the 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.

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

At your visit, your preferred Land Rover retailer/authorized repairer will reconfigure the Tire Pressure Monitor (TPM) software to correct the setting.

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.co.uk or 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 Non-Compliance Recall N486

Certain 2020 model year Range Rover Evoque, Non-Plug-in Hybrid Electric Vehicle (PHEV) Specification vehicles installed with 18 inch wheels for Tire Pressure Monitoring System Pressure Setting.

A concern has been identified on certain 2020 model year Range Rover Evoque, non-PHEV specification vehicles installed with 18 inch wheels, where the tire pressure monitoring system pressure has been set incorrectly in the Instrument Panel Cluster Control Module (IPC).

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

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 138 Tire Pressure Monitoring System in the United States, and similar regulations in the Republic of Korea. 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.

Question 3

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

Answer

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 IPC does not correspond with the correct information on the tire placard. The pressures stated on the tire placard are correct.

Question 4

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

Answer

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.

Question 5

Does this concern affect vehicle compliance?

Answer

Yes. Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 138 Tire Pressure Monitoring System in the United States and similar regulations in the Republic of Korea.

Question 6

Has JLR received many complaints?

Answer

No.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents, injuries or fires known to be related to this issue.

Question 8

How was the concern discovered?

Answer

An investigation was opened on 21st July 2020 following a vehicle inspection at the Halewood assembly plant where plant technicians identified a concern with the tire pressure monitoring system.

Question 9

How long has JLR known about this concern?

Answer

The investigation was opened on 21st July 2020.

Question 10

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?

Answer

JLR has no concerns with the overall 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

Production vehicles are manufactured with the correct tire pressure monitoring system pressure settings.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take the vehicle to an approved Land Rover retailer/authorized repairer who will download the latest software to the vehicle. There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover Evoque - SALZJ2FX3LH071163 to SALZJ2FX0LH103678 (selected vehicles in the Vehicle Identification Number (VIN) range). Production Date: 3rd December 2019 to 16th July 2020.

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

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 30 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.