



# NON-COMPLIANCE RELATED RECALL

Recall Action  
Number:  
N494NAS4

Subject:  <b>Incorrect Tire Pressure Monitor Module (TPM) Settings</b>	Publication No.: N494NAS4
	Model: Range Rover Sport (LW)
	Model Year: 2020 - 2021
	Date of Issue: 26 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	<b>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. This campaign has been updated to include TOPIx Cloud diagnostic instructions.</b>

## 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 and 2021 model year Range Rover Sport vehicles installed with 20 inch, 21 inch and 22 inch wheels, the Tire Pressure Monitor Module (TPM) pressures have been set incorrectly in the Instrument Panel Cluster. The Instrument Panel Cluster stored pressures are employed by the TPM system to determine pressure thresholds against which TPM warning system activation should occur. The TPM warning light will not be displayed 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 TPM pressures stored on the IPC do 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 and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Non-Compliance Recall on certain 2020 and 2021 model year Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Non-Compliance 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 Non-Compliance 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 Non-Compliance 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 Non-Compliance 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 Non-Compliance Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

# SERVICE INSTRUCTION - N494NAS4



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
<a href="#">Tire Pressure Monitor Module (TPM)</a> - Update ECU	85.74.01	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 N494 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
N494	A	<a href="#">TPM</a> - Update ECU	85.74.01	0.2
N494	B	<a href="#">TPM</a> - Update ECU Drive in/drive out	85.74.01 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 [jlrcomp@jaguarlandrover.com](mailto:jlrcomp@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: N494

Date: month/year

## **NON-COMPLIANCE RELATED RECALL - Range Rover Sport - Incorrect Tire Pressure Monitor Module (TPM) Settings**

Dear

Jaguar Land Rover Limited would like to advise you that during on going quality assessment of our product it has been identified that a possible non-compliance recall affects certain Range Rover Sport vehicles installed with 20 inch to 22 inch wheels 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**

On certain 2020 and 2021 model year Range Rover Sport vehicles installed with 20 inch, 21 inch and 22 inch wheels, the Tire Pressure Monitor Module pressures have been set incorrectly in the Instrument Panel Cluster. The Instrument Panel Cluster stored pressures are employed by the Tire Pressure Monitor Module to determine pressure thresholds against which Tire Pressure Monitor Module warning system activation should occur. The Tire Pressure Monitor Module warning light will not be displayed 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 Monitor Module pressures stored on the Instrument Panel Cluster do 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 the Federal Motor Vehicle Safety Standards (FMVSS) 138 Tire Pressure Monitoring System.

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 Jaguar Land Rover retailer/authorized repairer will do**

At your visit, your preferred Land Rover retailer/authorized repairer will update the Tire Pressure Monitor Module.

### **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](http://www.landrover.co.uk) or [www.landrover.com](http://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 N494**

**Certain 2020 and 2021 model year Range Rover Sport vehicles installed with 20 inch, 21 inch and 22 inch wheels and Tire Pressure Monitor Module (TPM).**

A concern has been identified on certain 2020 and 2021 model year Range Rover Sport vehicles installed with 20 inch, 21 inch and 22 inch wheels, where the TPM pressures have been set incorrectly in the Instrument Panel Cluster. The Instrument Panel Cluster stored pressures are incorrect in comparison to those printed on the tire placard and the TPM warning light will not be displayed at the required pressure as a consequence.

## **Question 1**

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

*Answer*

Amend if required 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 TPM warning light will not be displayed 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 TPM set pressures 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.

## **Question 4**

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

*Answer*

Customers may notice, where the TPM 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 safety?

*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*

During a review of wheel and tire pressures in August 2020, engineering identified a concern with the TPM.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation was opened on 8 September 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 TPM 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 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 Sport - 2020 model year - SALWS2RU2LA700003 to SALWR2SE8MA750968, 2020 model year - SALWR2SU3LA876192 to SALWR2SU4LA899996, 2021 model year - SALWR2SU6MA749065 to SALWR2SE8MA750968 (Selected vehicles within Vehicle Identification Number (VIN) range). Production Dates: 17 June 2019 to 03 September 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 25 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 [JLR Corporate Affairs office](#).