

SAFETY RECALL N599 (NHTSA 21V-424) – ENGINE CUT-OUT



NAS21.08.015

RECALL

USA

AFTERSALES BULLETIN

AUGUST 27, 2021

NOTE: this bulletin updates/supersedes all previous versions. Changes are highlighted in blue.

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain Land Rover 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.

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 NAS21.07.007.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, due to a Connected Diagnostic Services (CDS) software issue, the Powertrain Control Module (PCM) may switch off within 5-10 minutes of a drive cycle while the vehicle is in motion. Should the PCM switch off, the engine will cut out with no warning. Driver assistance systems such as brake boost and power assisted steering will continue to operate absent of engine operation.

AFFECTED VEHICLE RANGE

A total of 163 vehicles are potentially involved in the USA and Federalized Territories.

Defender

Model Year: 2020-2021

VIN: SALEP7EU7L2003288-SALEP7EUXL2034387

..... SALE37RU7M2034810-SALE37RU1M2046242

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

EFFECT ON VEHICLE OPERATION

Engine cut-out without warning while driving may pose an increased risk of a crash.

SERVICE PROGRAM / REWORK ACTION

A Software Over The Air (SOTA) update will be completed to update the PCM. The software update will be performed through SOTA and so an authorized retailer visit is not required, unless the vehicle is already at the retailer, or a customer wishes for the retailer to perform the update.

There will be no charge to owners for this action under this Program.

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

OWNER NOTIFICATION

Owner notification was mailed out on July 28, 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. 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.

Refer to Technical Bulletin N599NAS, *SAFETY RECALL: Engine Cut-Out*, 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.

NOTE: If the customer requests to have the software update completed using Pathfinder, the option has been created to enable the retailer /authorized repairer to submit a claim. Option codes should only be claimed if the SOTA software update cannot be completed.

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.

N599	A	Powertrain Control Module (PCM) - Update ECU	85.18.03	2
N599	B	Powertrain Control Module (PCM) - Update ECU	85.18.03	0.2
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

Customer Reimbursement Process

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code N599 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ001'. All costs should be entered in local currency.

Program Code	Option	Description	SRO	Time	Sundry Item Code	Value
N599	X	Reimbursement to owner	N/A	N/A	ZZZ001	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall Action N599 are included in this process. Only one claim per vehicle for related damages will be accepted.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **SALXXXXXXXXXXXXXX**

July 28, 2021

SAFETY RECALL N599: Engine Cut-Out

**Vehicle Affected: Land Rover Defender
Model Year: 2020-2021**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-424

Dear Land Rover Defender Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2020-2021 model year Land Rover Defender vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

The Powertrain Control Module (PCM) may unexpectedly switch off within 5-10 minutes of a drive cycle while the vehicle is in motion. Should the PCM switch off, the engine will stall with no warning. Driver assistance systems such as brake boost and power assisted steering will continue to operate absent of engine operation.

An engine stall without warning while driving can increased the risk of a crash.

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

Land Rover is carrying out a recall of the vehicles mentioned above. A Software Over The Air (SOTA) update will switch off the Connected Diagnostic Services (CDS) and disable the Diagnostics Over The Air (DOTA) functionality. The software update will be performed through SOTA and so a retailer visit is not required.

There will be no charge for this repair under this Program.

What should you do?

Please complete this SOTA update using the touchscreen prompts. If you need assistance with this SOTA update, please contact your authorized Land Rover retailer who can assist you in completing the required software update process under Program Code '**N599**'.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.

How long will it take?

The SOTA update can be completed at a time convenient to you and does not require any retailer intervention. If SOTA updates are not completed, an authorized retailer visit will be required. 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 15 minutes. Your retailer can provide you with a better estimate of the overall time for the service visit.



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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 regarding this Program, 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. Please include your full name, address, and VIN of your vehicle in your email.

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

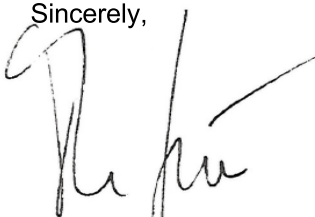
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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,



Thomas Giese
Director, Technical Services - MA-43
Customer Service

TECHNICAL Q & A: SAFETY RECALL

Main Message: The Powertrain Control Module (PCM) may unexpectedly switch off within 5-10 minutes of a drive cycle while the vehicle is in motion.

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

Director, Communications

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 Should the PCM switch off, the engine will cut out with no warning. Driver assistance systems such as brake boost and power assisted steering will continue to operate absent of engine operation. Engine cut-out without warning while driving may pose an increased risk of a crash.

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

A The issue results from an interaction of the Connected Diagnostics Services (CDS) functionality and the PCM. The entry conditions for the engine cut-out were established as being a consequence of a software watch-dog in the PCM. Where the CDS sought to read Diagnostic Trouble Code(s) (DTC) in the PCM, the PCM run-time increased triggering the watch-dog. This increased run-time can, where it exceeds 10 ms, trigger the PCM to switch off.

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

A Customers will experience an engine cut-out approximately 5 to 10 minutes into a drive cycle, with subsequent engine cut-out events every 5 to 10 minutes until an authorized retailer clears any DTC held within the PCM.

Q5 Does this concern affect vehicle safety?

A Yes. Engine cut-out without warning while driving may pose an increased risk of a crash.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Yes. Several complaints have been received for this issue.

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 was informed following a number of Electronic Product Quality Report (EPQR) received from the market of cut-out while in motion.

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

A The investigation into this issue was opened on March 26, 2021.

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 Production vehicles are manufactured with updated software.

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

A A Software Over The Air (SOTA) update will be sent to switch off the CDS and disable the Diagnostics Over The Air (DOTA) functionality. The software update will be performed through SOTA and so an authorized retailer visit is not required. If the SOTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized retailer to have the software update performed.

Q13 Which vehicles are affected by this recall?

A Certain 2020-2021 model year Land Rover Defender vehicles, manufactured from February 2, 2019 to April 7, 2021 and within the VIN ranges below, are affected:

- SALEP7EU7L2003288-SALEP7EUXL2034387
- SALE37RU7M2034810-SALE37RU1M2046242

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 Is the software available to rework vehicles?

A Yes, the necessary software is available as a SOTA update and also 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 SOTA update is completed at a time convenient to the customer and does not require any retailer intervention. If SOTA updates are not completed, a retailer visit will be required. The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 15 minutes to complete. 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 should they have any concerns regarding their vehicles.