



# NON-COMPLIANCE RELATED RECALL

Global Recall  
Action  
Number: N556v3

<b>Subject:</b>  <b>Auto High Beam Assist Indicator</b>	Publication No.: N556v3
	Model: Range Rover (LG)
	Model Year: 2018 - 2020
	Model: Discovery (LR)
	Model Year: 2018 - 2020
	Model: Range Rover Sport (LW)
	Model Year: 2018 - 2020
	Model: Range Rover Velar (LY)
	Model Year: 2018 - 2020
Date of Issue: 22 May 2023	

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC. The National Sales Company (NSC), importers, retailers and authorized repairers in Canada, Japan, South Korea and USA
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>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 bulletin is being re-issued to advise retailers/authorized repairers of a change to the workshop procedure.

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified with certain 2018 to 2020 model year Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles manufactured at the Solihull UK assembly plant and the Nitra Slovakia assembly plant. When the auto high beam feature is active, the corresponding indicator is not displayed on the Instrument Panel Cluster Control Module (IPC).

### 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.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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 2018 to 2020 model year Range Rover, Range Rover Sport, Range Rover Velar and Discovery 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 \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 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 Care Quality Director

## SERVICE INSTRUCTION - N556V3

### SROs

Description	SRO	Time
<a href="#">Instrument Panel Cluster Control Module (IPC)</a> Update ECU	85.88.08	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 N556 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
N556	A	<a href="#">IPC</a> Update ECU	85.88.08	0.2
N556	B	<a href="#">IPC</a> Update ECU Drive in/drive out	85.88.08 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 [Jaguar Land Rover \(JLR\)](#) 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@jaguarlandover.com](mailto:jlrcamp@jaguarlandover.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.

SERVICE INSTRUCTION

3.

**NOTE:**

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

Select the link to disable transit mode.

4. Update the [IPC](#) -

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 - FOR INFORMATION ONLY**

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

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N556

Date: month/year

**NON-COMPLIANCE RELATED RECALL- 2018-2020 Model Year Range Rover, Range Rover Velar and Discovery - Auto High Beam Assist Indicator**

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible non-compliance recall related problem may occur on certain Land Rover 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.

**Why are we contacting you?**

During an investigation, we have found the auto high beam system does not display to the driver that the high beam is being operated automatically through the instrument panel cluster indicator. The 'AUTO' fails to display.

Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 108 Lamps, Reflective Devices, and Associated Equipment.

**What will your Land Rover retailer/authorized repairer do?**

At your visit, your preferred Land Rover retailer/authorized repairer will install the latest instrument panel cluster software to your vehicle. This will be done free of charge under the terms of this program.

**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 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 program code 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 have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

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

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover Non-Compliance Recall N556</b>	
<b>Certain 2018 to 2020 Model Year Range Rover, Range Rover Sport, Range Rover Velar and Discovery Vehicles for Auto High Beam Instrument Panel Cluster Control Module (IPC) Indicator</b>	

A concern has been identified with certain 2018 to 2020 model year Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles manufactured at the Solihull UK Vehicle Assembly Plant and the Nitra Slovakia Vehicle Assembly Plant, where, on vehicles with the interactive driver display IPC, the auto high beam feature does not indicate that the high beam is being operated automatically.

**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 do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 108 Lamps, Reflective Devices, and Associated Equipment and the driver may not recognize the high beam has been activated automatically.

**Question 3**

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

*Answer*

Vehicles with the highline, fully digital display IPC, which received an in-service IPC software update to the latest level, or were manufactured in the manufacturing facility after certain dates for each model range where this level of software was installed as part of vehicle assembly, have an incorrect display strategy causing the auto headlamp indicator icon to be hidden.

**Question 4**

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

*Answer*

Customers may notice, when the auto high beam feature is operating, the word "AUTO" below the headlamp indicator icon in the IPC is missing.

**Question 5**

Does this concern affect vehicle compliance?

*Answer*

Yes. Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 108 Lamps, Reflective Devices, and Associated Equipment.

**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 November 10, 2020 following a quality report filed on an engineering vehicle. The report stated the vehicle did not display the correct indicator in the **JPC** when the auto high beam feature operates.

**Question 9**

How long has JLR known about this concern?

**Answer**

The investigation was opened on 10 November 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 and compliance? 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 level of software which will display the correct headlamp indicator when the auto high beam feature is operating.

**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 - SALGS4RY7JA364168 to SALGS2SE7LA599998, Range Rover Sport - SALWR4RY5JA163408 to SALWR2SE1LA899995, Range Rover Velar - SALYA2AN1KA202034 to SALYB2EX6KA799321, Discovery - SALRR2RK2JA047452 to SALRT2RV5L2446235 (selected vehicles within Vehicle Identification Number (VIN) ranges). Manufactured from January 26, 2017 to November 04, 2020

**Question 14**

Are other JLR models affected by this concern?

**Answer**

Yes, some Jaguar model lines are also affected by this concern, and are being remedied with the H332 campaign.

**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 repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately twenty minutes.

**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.