

573.6 (c) (6) - Chronology of Events (Recall N599)

A Product Safety and Compliance Committee (PSCC) Investigation was opened on March 26, 2021 following a number of Electronic Product Quality Reports (EPQR) received from the market of cut out while in motion. The PSCC directed an engineering team to investigate the issue to discover possible causes and scope of this issue along with identification of vehicles which may be affected.

The engineering team reported back to the PSCC during March and April 2021 with their initial findings which indicated that in-field updates made to enable the Connected Diagnostic Services (CDS) vehicles post-production was under review. Interrogation of Jaguar Land Rover's information systems seeking to locate the presence of DTC P0606, an indicator of an occurrence, was completed.

Part of the engineering investigation extended to the interaction of the CDS, the Diagnostics Over the Air (DOTA) functionality and its interaction with other vehicle systems. This included sending an instruction to disable the CDS function through a SOTA campaign to allow better understanding of the means by which the DOTA activity operates. The population of vehicles where DOTA was enabled was approximately 31,000 vehicles in the United States and Canada. This activity was completed mid-April 2021.

The engineering investigation also sought to define what triggers were needed, and any sequence of events required, to introduce the conditions where the PCM would unexpectedly switch off.

At the end of April 2021, a data review was requested to understand the current state of reports and then determine the presence of a pattern or trend. This review was completed and reported out in early May at the Product Safety and Compliance Committee (PSCC). The entry conditions and triggers for the engine cut out were established through testing and recognized as being a consequence of a software watch-dog in the PCM. Where the CDS sought to read DTC's in the PCM, the PCM run time increased triggering the watch-dog. This increased run-time can, where it exceeds 10ms, triggers the PCM to switch off.

The PSCC reviewed the trend data and scope of the concern and progressed the issue to the Recall Determination Committee (RDC).

The RDC reviewed all information available on May 26, 2021. The RDC acknowledged during the investigation phase, a number of vehicles with the SOTA capability had received a CDS Turn Off instruction through SOTA which is now understood to remove the issue. RDC concluded that for those vehicles where the CDS Turn Off instruction is known not to have been successfully transacted, the issue represents an unreasonable risk to safety and that a voluntary safety recall be conducted.

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

The following Electronic Product Quality Reports (EPQR) formed part of the investigation and determination of this campaign:

EPQR ID	Brand	Model Line	Date Received
9197811	Land Rover	Defender/L663	17-Feb-21
9197895	Land Rover	Defender/L663	24-Feb-21
9197896	Land Rover	Defender/L663	24-Feb-21
9197897	Land Rover	Defender/L663	24-Feb-21
9197960	Land Rover	Defender/L663	01-Mar-21
9198023	Land Rover	Defender/L663	03-Mar-21
9198046	Land Rover	Defender/L663	04-Mar-21
9198047	Land Rover	Defender/L663	04-Mar-21
9198048	Land Rover	Defender/L663	04-Mar-21
9198082	Land Rover	Defender/L663	05-Mar-21
9198123	Land Rover	Defender/L663	09-Mar-21
9198128	Land Rover	Defender/L663	09-Mar-21
9198129	Land Rover	Defender/L663	09-Mar-21
9198180	Land Rover	Defender/L663	10-Mar-21
9198385	Land Rover	Defender/L663	19-Mar-21
9198527	Land Rover	Defender/L663	26-Mar-21
9198586	Land Rover	Defender/L663	29-Mar-21
9198795	Land Rover	Defender/L663	12-Apr-21