



RECALL ACTION

Global Recall Action
Number: N664

Subject: Supplementary Restraint System Warning Lamp Illuminated	Publication No.: N664
	Model: New Range Rover Evoque (LZ)
	Model Year: 2020
	Date of Issue: 01 March 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved <u>JLR</u> retailer/authorized repairer
Related Information:	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 <u>JLR</u> retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized <u>JLR</u> retailer/authorized repairer to determine if this campaign applies to a specific vehicle

DESCRIPTION OF DEFECT AND THE EFFECT ON VEHICLE OPERATION

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

Certain 2020 model year Range Rover Evoque vehicles may experience an intermittent Supplementary Restraint System (SRS) warning lamp being displayed on the instrument panel cluster. The SRS is still fully operational as expected, however vehicles displaying the SRS warning lamp may not properly warn the driver of an actual system fault which may increase the risk of serious injury in the event of an accident of sufficient severity necessitating driver airbag deployment.

REGULATORY INFORMATION

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2020 model year Range Rover Evoque vehicles imported into the United States and Canadian markets. Information relating to this Safety 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 Safety 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 \$22,992.00 USD per violation and the equivalent of \$114,954,525.00 USD for a related series of violations. This Safety 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 Safety Recall repair is completed.

JLR North America, LLC / JLR 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 Safety Recall notice to the applicable customers.

This Safety Recall notice serves as notification to all JLR retailers/authorized repairers that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

ACTION TO BE TAKEN

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

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

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 Company (NSC), 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 claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.

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

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N664



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
Restraints Control Module (RCM) - Update ECU	85.86.42	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 **N664** 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
N664	A	RCM - Update ECU	85.86.42	0.2
N664	B	RCM - Update ECU Drive in/drive out	85.86.42 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 Manual, and its amendments, unless stated otherwise in this bulletin.

DIAGNOSTIC INSTRUCTION

1. CAUTIONS:



This procedure requires a minimum of Pathfinder 367 installed or later.



All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.



NOTE: The [JLR](#) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the [JLR](#) approved battery support unit.

2. Connect the [JLR](#) approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the [JLR](#) approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'Restraints Control Module [RCM]'.
- Select 'Update ECU'.
- Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

6. 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:
Program Number: N664

Date: month/year

SAFETY RELATED RECALL - Range Rover Evoque - Supplementary Restraint System Warning Lamp Illuminated

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain 2020 model year 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.

Why are we contacting you?

Certain vehicles may experience an intermittent Supplementary Restraint System warning light being displayed on the instrument panel cluster. The Supplementary Restraint System is still fully operational as expected, however vehicles displaying the Supplementary Restraint System warning light may not properly warn the driver of an actual system fault.

What will your Land Rover retailer/authorized repairer do?

We will install the latest software to the Restraints Control 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 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 (**N664**).

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 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.


3/2/22, 8:30 AM

N664 - Supplementary Restraint System Warning Lamp Illuminated | TOPIx

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

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Safety Recall N664	
2020 model year Range Rover Evoque Vehicles for Restraints Control Module (RCM) Software Update	

A concern has been identified with the warning system of the Supplementary Restraint System (SRS) on 2020 model year Range Rover Evoque vehicles where the diagnostic check for the driver airbag is overly sensitive due to an incorrect diagnostic parameter for the driver airbag. In this condition the SRS may illuminate falsely indicating the present of an issue.

Please make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

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 JLR Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

In USA and Canada, where intermittent SRS warning lamp illumination occurs, the condition is considered to be a safety defect.

Question 3

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

Answer

An investigation identified that the diagnostic check for the SRS is overly sensitive when checking the driver airbag circuit due to an incorrect diagnostic parameter. Vehicles with this condition may experience intermittent airbag system SRS warning lamp illumination although the driver airbag will correctly operate with the known error state present.

Question 4

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

Answer

Customers would notice the SRS warning lamp illuminating in the instrument panel cluster.

Question 5

Does this concern affect vehicle safety?

Answer

Yes. In the USA and Canada, where intermittent SRS warning lamp illumination occurs, the condition is considered to be a safety defect

Question 6

Has JLR received many complaints?

Answer

Yes, JLR has received a number of complaints.

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

Investigation was initiated following field reports and warranty claims concerning the SRS warning lamp illumination.

Question 9

How long has JLR known about this concern?

Answer

Investigation started on 28th May 2021.

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 a revised SRS warning lamp diagnostic parameter.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an approved Land Rover retailer who will update the RCM software by a wired update to a level with the specified system resistance value threshold for the driver airbag circuit.

There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2020 model year Range Rover Evoque vehicles.

Production Dates: November 2, 2018 to November 12, 2020.

Question 14

Are other JLR models affected by this concern?

Answer

No.

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 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 15 Minutes.

Question 18

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.