

573.6 (c) (6) - Chronology of Events (Recall N785)

A Product Safety and Compliance Committee (PSCC) investigation was opened on May 25, 2021, following reports of vehicle fires through JLRs critical concerns reporting process. An Engineering team was assigned responsibility for the investigation and were tasked with investigating the reports and determining the possible causes of the fires reported.

At the PSCC meeting on June 08, 2021, the engineering team reported their initial findings to the PSCC along with the plans for undertaking the investigation which included tests and installation evaluations, checks of the manufacturing installation procedures, dealer service activity and other related engineering evaluations previously completed. The work plan showed these activities were to be conducted over the following 6 months.

In addition, vehicles which had been reported as suffering fires were reacquired by JLR for detailed fire investigation work.

The status of the engineering investigation was reported to PSCC during the second half of 2021 where the progress of the various workstreams was reviewed and any evidence of defects considered. No defects were determined at this time.

In January 2022 the PSCC reviewed the progress of the engineering investigation along with an update of any further field reports related to this investigation. It was agreed to provide an initial review to the to the Recall Determination Committee (RDC) due to the severity of the concerns reported.

On Feb 15, 2022, the RDC reviewed the progress of the investigation and requested the PSCC and engineering team define all potential causes that could lead to a fire and define scope potentially affected vehicles.

Continued reviews of field data at PSCC were completed during the first half of 2022 along with the ongoing engineering investigations status. In July 2022 it was determined there was an absence of any pattern or trend of an unreasonable safety risk, but this issue will be actively monitored through the PSCC.

PSCC actively monitored for any change in pattern and trend data through to November 2022 where further detailed data assessment revealed further cases which were likely to be related to the issue under investigation. The matter was reviewed further in PSCC where it was then recognised there was an emerging pattern and trend which required further understanding.

During December 2022, deep dives and fresh reviews of the investigation workstreams were completed. The results of this were reviewed at PSCC in January 2023.

A limited sample check of vehicles was completed to understand the as-built condition and relationship of the water pump pulley drive belt system. This did not reveal any issues, but it was identified that the belt is a serviceable part and is replaced as part of the manufacturer's routine maintenance schedule. PSCC reviewed the potential for variability in retailer installation procedures and accepted that this could trigger an increase in failures due to the inherent variability in the aftermarket.

On March 21, 2023, the Engineering team presented the status of the investigation to the PSCC, and the findings from analysis of the latest reports of vehicle fires. The PSCC agreed the issue would be progressed to the RDC for consideration.

The RDC reviewed the investigation on March 23, 2023, and concluded there is a risk of a safety defect occurring and that vehicles identified in the at risk population should be subject to a safety recall to replace the engine coolant elbow and turbocharger feed coolant pipe to remove the potential for a vehicle fire in the case of the engine overheat.

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

There are no warranty claims or field reports related to this matter.