

573.6 (c) (6) - Chronology of Events (Recall N759)

In Late 2019/Early 2020, the UK Driver and Vehicle Standards Agency (DVSA) made contact with Jaguar Land Rover (JLR) regarding a report of a front suspension knuckle failure on a Range Rover vehicle during low-speed manoeuvring.

Through 2020 & 2021, JLR carefully monitored and investigated a small number of field reports of similar failures and was in regular contact with the DVSA regarding the investigations including some failures subsequently reported to JLR through the DVSA. During 2021, Transport Canada made contact with JLR regarding failures experienced in the Canadian Market.

In Early 2022, JLR's Product Safety and Compliance Committee (PSCC) initiated an investigation to collate related information and conduct a review of field reports and failures reported to JLR by the DVSA and Transport Canada. The rate of failure to-date was reviewed, as well as potential root causes.

During 2022, the PSCC investigation continued alongside regular contact with the DVSA and Transport Canada. The investigations confirmed that due to an error in the supplier of the front suspension knuckle manufacturing process a weakness could be present in the component material. This manufacturing error was found to be present during a short initial period following a change in the supplier of the component.

Throughout discussions with the DVSA and Transport Canada, and PSCC investigation, there was no field evidence that the issue presented an unreasonable risk to safety.

The investigation focused on the UK and Canadian markets where there is a high degree of road salt usage that significantly contributes to the detachment failure mode. The investigation also reviewed vehicle populations and determined there were two periods concerned. Period 1 relates to 100% consumption of parts made during the at-risk period, period 2 includes some parts which were held from production for a non-related issue and then reintroduced when qualified as not impacted by this non-related issue.

At the PSCC of November 16, 2022, the scope and failure mode were discussed along with further information and assessment of the likely effect on vehicle operation if a failure was to occur during an extreme manoeuvre such as an elk avoidance test. Although no failures have been experienced in such extreme manoeuvres, based on the feedback provided, the PSCC progressed the issue to the Recall Determination Committee (RDC) for review.

The RDC reviewed the issue on November 17, 2022, and accepted that there may be a vehicle control risk under extreme avoidance manoeuvre use conditions, and for the two countries identified where there is an increased risk of detachment failure, a safety recall be completed.

On October 16, 2024, NHTSA notified JLR of an increase in the number of Vehicle Owner Questionnaires (VOQs) related to this issue. Following discussion with NHTSA in connection with the foreign defect report filed with them in November 2022 and the recent increase in VOQ's, and subsequent internal review at PSCC on October 29, 2024, the issue was progressed to the RDC for determination.

On October 31, 2024, the RDC agreed that the vehicles from the same periods as those recalled in the UK and Canada would be subject to recall in the US.

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

JLR has received 12 claims and field reports in the USA between October 01, 2015, and October 18, 2024.