

Part 573 Safety Recall Report

25V-016

Manufacturer Name : Jaguar Land Rover North America, LLC**Submission Date :** JAN 16, 2025**NHTSA Recall No. :** 25V-016**Manufacturer Recall No. :** N972**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 28,370

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

Vehicle Information :

Vehicle 1 : 2023-2023 LAND ROVER DISCOVERY SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2023MY Land Rover Discovery Sport vehicles built at the Halewood Vehicle Assembly Plant from April 18, 2023 - September 08, 2023. 1,455 Land Rover Discovery Sport Rover vehicles in the United States and Federalized Territories. The basis for the recall population of Land Rover Discovery Sport vehicles was determined to be all vehicles manufactured with a 10" touch screen in the center console.

Production Dates : APR 18, 2023 - SEP 08, 2023VIN Range 1 : Begin : SALCP2FX3PH333094 End : SALCL2FXXPH338613 Not sequential

Vehicle 2 : 2023-2024 LAND ROVER DEFENDER

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2023-2024MY Land Rover Defender vehicles built at the Nitra Vehicle Assembly Plant from December 15, 2022 - June 28, 2024. 26,912 Land Rover Defender vehicles in the United States and Federalized Territories. The basis for the recall population of Land Rover Defender vehicles was determined to be all vehicles manufactured with a 10" touch screen in the center console.

Production Dates : DEC 15, 2022 - JUN 28, 2024VIN Range 1 : Begin : SALEJ7EX5P2179869 End : SALEJEEX2R2356577 Not sequential

Vehicle 3 : 2023-2023 LAND ROVER RANGE ROVER EVOQUE

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2023MY Land Rover Range Rover Evoque vehicles built at the Halewood Vehicle Assembly Plant from March 22, 2023 - March 23, 2023. 3 Land Rover Range Rover Evoque vehicles in the United States and Federalized Territories. The basis for the recall population of Land Rover Range Rover Evoque vehicles was determined to be all vehicles manufactured with a 10" touch screen in the center console.

Production Dates : MAR 22, 2023 - MAR 23, 2023

VIN Range 1 : Begin : SALZT2FXXPH220104 **End :** SALZJ2FXXPH220187 Not sequential

Description of Noncompliance :

Description of the Noncompliance : A concern has been identified where the touch screen could go blank on vehicle start-up due to a mismatch in clock timing in the screen's software.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A blank screen will result in the camera image not being displayed when required; therefore, the vehicles are non-compliant to regulatory requirements for this market. Lack of display of the rear camera image may result in the driver being unaware of objects or pedestrians behind the vehicle increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Touch Screen

Component Description : Touch Screen

Component Part Number : N8B2-19C278-AA

Component Name 2 : Touch Screen

Component Description : Touch Screen

Component Part Number : N8D2-19C278-AA

Supplier Identification :

Component Manufacturer

Name : Panasonic Automotive Systems Europe GmbH

Address : Robert-Bosch-Straße 27-29

Langen Foreign States D-63225

Country : Germany

Chronology :

In March, 2024, JLR's Product Safety and Compliance Committee (PSCC) opened an investigation into the issue which results in a blank touch screen in the center console.

In April, May, and June, 2024, testing was completed by the component supplier to understand if there were any issues present. In June, 2024, the results were reviewed at the PSCC where it was concluded that there was no requirement for further progression and the issue was closed.

In October, 2024, following further field reports of the concern, the investigation was re-opened at PSCC and continued through to December, 2024, where results of further understanding of engineering testing were revealed.

On 07 January 2025, the matter was progressed from PSCC to JLR's Recall Determination Committee (RDC) in order to determine if there was a presence of a defect affecting the safety or compliance of affected vehicles.

On 09 January 2025, the RDC determined that the issue constituted a non-compliance and requested that a safety recall be launched to remedy the affected vehicles.

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

JLR has received 1,025 claims and field reports in the USA between 25 April 2023 and 04 November 2024.

Description of Remedy :

Description of Remedy Program : Vehicles will have the touch screen software updated.

There will be no charge to the owners for this repair.

The affected vehicles are covered under Jaguar Land Rover's new vehicle warranty program. Therefore, reimbursement for pre-notice remedies are not necessary because the affected vehicles are still under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notifications to dealers occurred on January 15, 2025 (portal would not accept this date; therefore, January 16, was entered). Distribution of owner notification letters will occur on or before March 14, 2025.

Planned Dealer Notification Date : JAN 16, 2025 - JAN 16, 2025

Planned Owner Notification Date : MAR 14, 2025 - MAR 14, 2025

* NR - Not Reported