



Subject: Touchscreen Blank on Start-up	Publication No.: N972
	Model: Defender (LE)
	Model Year: 2023 - 2024
	Model: Discovery Sport (LC)
	Model Year: 2023
	Model: New Range Rover Evoque (LZ)
	Model Year: 2023
	Date of Issue: 29 January 2025

To:	The National Sales Company (NSC), importers, retailers and authorized repairers in Jaguar Land Rover Canada ULC, Jaguar Land Rover North America, LLC, India, Japan and Korea.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This bulletin supersedes Update Prior to Sale notice Update Prior to Sale (UPS)UPS0125-1 with immediate effect. All text in this bulletin should be read and understood in full.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2023 model year Range Rover Evoque and Discovery Sport vehicles and 2023 model year to 2024 model year Defender vehicles where the touchscreen could go blank on vehicle start-up due to a mismatch in clock timing in the screen's software.

A blank touchscreen will result in the rear view camera image not being displayed when required, and therefore the vehicles are non-compliant to FMVSS111 (US), CMVSS111 (Canada), KMVSS111 (Republic of Korea), AIS145 (India) and Article 44 (Japan).

Lack of display of the camera image when maneuvering may result in the driver being unaware of objects or pedestrians increasing the risk of a crash.

Customers will receive an in-vehicle notification of a [Software Over The Air \(SOTA\)](#) update as part of release S028 4.3.0. This campaign is provided to support JLR retailers / authorized repairers with unsold vehicles and / or when a customer requests JLR retailer / authorized repairer assistance in completing this safety recall.

ACTION TO BE TAKEN

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

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 JLR retailer / authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC / Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

JLR retailers / authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 25V-016

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer / authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.



The following applies to:
[NORTH AMERICA]

REGULATORY INFORMATION



The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 2023 model year Range Rover Evoque and Discovery Sport vehicles and 2023 model year to 2024 model year Defender 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 JLR 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 JLR 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 JLR retailer / authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR 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.



The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers / authorized repairers who proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N972

In-Vehicle Notification

Customers will receive an in-vehicle notification of a [Software Over The Air \(SOTA\)](#) update as part of release S028 4.3.0. This campaign is provided to support JLR retailers / authorized repairers with unsold vehicles and / or when a customer requests JLR retailer / authorized repairer assistance in completing this safety recall.

SROs

Description	Model	Model Year	Engine Derivative	SRO	Time
Software updates	Discovery Sport Range Rover Evoque Defender	2023 2023 2023	All All All	05.11.10	1.0
Software updates	Defender	2024	INGENIUM 2.0 I4 Petrol INGENIUM 3.0 I6 Petrol V8 S/C 5.0 Petrol	05.11.11	1.1
Software updates	Defender	2024	INGENIUM 3.0 I6 Diesel	05.11.12	1.2
Drive in / drive out	All	All	All	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 N972 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	Model	Model Year	Engine Derivative	Description	SRO	Time
N972	A	Discovery Sport Range Rover Evoque Defender	2023 2023 2023	All All All	Software updates - Infotainment Compute Control Module (ICCM) Interactive Display Module 'A' (IDMA)	05.11.10	1.0
N972	B	Discovery Sport Range Rover Evoque Defender	2023 2023 2023	All All All	Software updates - ICCM IDMA Drive in / drive out	05.11.10 02.02.02	1.0 0.2
N972	C	Defender	2024	INGENIUM 2.0 I4 Petrol INGENIUM 3.0 I6 Petrol V8 S/C 5.0 Petrol	Software updates - ICCM IDMA Starter Generator Control Module (SGCM)	05.11.11	1.1
N972	D	Defender	2024	INGENIUM 2.0 I4 Petrol INGENIUM 3.0 I6 Petrol V8 S/C 5.0 Petrol	Software updates - ICCM IDMA SGCM Drive in / drive out	05.11.11 02.02.02	1.1 0.2
N972	E	Defender	2024	INGENIUM 3.0 I6 Diesel	Software updates - ICCM IDMA SGCM Powertrain Control Module (PCM)	05.11.12	1.2
N972	F	Defender	2024	INGENIUM 3.0 I6 Diesel	Software updates - ICCM IDMA SGCM PCM Drive in / drive out	05.11.12 02.02.02	1.2 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 campaign.

NOTE:

If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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DIAGNOSTIC INSTRUCTION - 2023 MODEL YEAR DISCOVERY SPORT, RANGE ROVER EVOQUE AND DEFENDER VEHICLES ONLY

NOTE:

For the population of affected vehicles within this campaign, the remedy for a potential blank touchscreen on vehicle start-up is to update the software in the [IDMA](#). To maintain whole vehicle software compatibility, JLR retailers / authorized repairers must also update the software of the additional control modules stated within the Diagnostic Instruction.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [IDMA](#) -

5. Update the [ICCM](#) -

6.

NOTE:

If required.

Select the link to enable transit mode.

7.

NOTE:

If required.

Select the link to enable transit mode.

8. Follow all on-screen instructions to complete the task.

9. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION - 2024 MODEL YEAR PETROL DEFENDER VEHICLES ONLY

NOTE:

For the population of affected vehicles within this campaign, the remedy for a potential blank touchscreen on vehicle start-up is to update the software in the [IDMA](#). To maintain whole vehicle software compatibility, JLR retailers / authorized repairers must also update the software of the additional control modules stated within the Diagnostic Instruction.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [IDMA](#) -

5. Update the [ICCM](#) -

6. Update the [SGCM](#) -

7.

NOTE:

If required.

Select the link to enable transit mode.

8.

NOTE:

If required.

Select the link to enable transit mode.

9. Follow all on-screen instructions to complete the task.

10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION - 2024 MODEL YEAR DIESEL DEFENDER VEHICLES ONLY

NOTE:

For the population of affected vehicles within this campaign, the remedy for a potential blank touchscreen on vehicle start-up is to update the software in the [IDMA](#). To maintain whole vehicle software compatibility, JLR retailers / authorized repairers must also update the software of the additional control modules stated within the Diagnostic Instruction.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.



NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [IDMA](#) -

5. Update the [ICCM](#) -

6. Update the [SGCM](#) -

7. Update the [PCM](#) -

8.



NOTE:

If required.

Select the link to enable transit mode.

9.



NOTE:

If required.

Select the link to enable transit mode.

10. Follow all on-screen instructions to complete the task.

11. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N972

Date: month/year

SAFETY RELATED RECALL - Range Rover Evoque, Discovery Sport and Defender vehicles - Touchscreen Blank on Start-up

Dear

JLR 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 JLR vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you must do.

Why are we contacting you?

A concern has been identified on certain 2023 model year Range Rover Evoque and Discovery Sport vehicles and 2023 model year to 2024 model year Defender vehicles where the touchscreen could go blank on vehicle start-up due to a mismatch in clock timing in the screen's software.

A blank touchscreen will result in the rear view camera image not being displayed when required, and therefore the vehicles are non-compliant.

Lack of display of the camera image when maneuvering may result in the driver being unaware of objects or pedestrians increasing the risk of a crash.

What will your JLR do?

JLR will deploy a [Software Over The Air \(SOTA\)](#) update to affected vehicles that will include updated [Interactive Display Module 'A' \(IDMA\)](#) software to remedy the issue identified.

What will your JLR retailer / authorized repairer do?

Should you have any concerns, or be unable to complete the [SOTA](#) update, contact your preferred JLR retailer / authorized repairer to book your vehicle in for this update to be completed.

How long will it take?

When deployed, an over the air update should take between 30 - 45 minutes to install.

For updates completed at JLR retailer / authorized repairer the work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your JLR 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

JLR will deploy a [SOTA](#) update to your vehicle. You will be notified of this update through a pop-up message on your vehicles touchscreen.

Should you have any concerns, or be unable to complete the [SOTA](#) update, contact your preferred JLR retailer / authorized repairer without delay. To book your vehicle in for this action you are required to provide the JLR 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 Number for the action.

If you do not have a JLR retailer / authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR 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.

Treat this matter with the urgency it requires, JLR apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business



FOR USE ON ENQUIRY

JLR N972

Certain 2023 model year to 2024 model year Defender vehicles and certain 2023 model year Discovery Sport and Range Rover Evoque vehicles.

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

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 recalling certain models?

Answer

JLR is conducting a voluntary safety recall involving certain 2023 model year to 2024 model year Defender vehicles and certain 2023 model year Discovery Sport and Range Rover Evoque vehicles with a 10" touchscreen in the centre console.

Question 3

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

Answer

The software for the touchscreen contains a mismatch in clock timing code which can lead to the display failing at vehicle start-up. This will result in a blank touchscreen for that ignition cycle with an inability to display camera images when required to do so. The lack of display of camera image can increase the risk of an accident and renders the vehicle unable to meet the regulated performance requirements for camera image display.

Question 4

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

Answer

The touchscreen would remain blank on vehicle start-up and for the remainder of that ignition cycle.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that the issue poses a risk due to the increased risk of a crash and a Safety Recall is required.

Question 6

Has JLR received many complaints?

Answer

JLR has received a number of complaints attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

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

Question 8

How was the condition discovered?

Answer

The defect was identified through JLR's field reporting process.

Question 9

How long has JLR known about this problem?

Answer

JLR has been investigating reports of blank screens since March 2024.

Question 10

Is the defect leading you to any concerns regarding the reliability of the vehicle?

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

This specification of touchscreen (and associated software) is no longer installed to any production vehicles.

Question 12

What will JLR retailers / authorized repairers do to the vehicles?

Answer

Vehicles will have their touchscreen software updated. Software will be delivered over-the-air, but owners have the option to take their vehicle to a JLR retailer / authorized repairer and have a wired update completed should they wish to do so.

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

Question 13

Which vehicles are affected by this recall?

Answer

2023 model year to 2024 model year Defender vehicles, and 2023 model year Discovery Sport and Range Rover Evoque vehicles as below may be affected:

- Discovery Sport SALCA2AN5PH329765 - SALCA2AN7PL965696*
- Defender SALEJ7EX5P2179869 - SALEJEEX2R2356577*
- Range Rover Evoque SALZA2AN0PH220088 - SALZA2ANXPL924179*

* Specific vehicles within the [Vehicle Identification Number \(VIN\)](#) range

Question 14

Are other JLR models affected by these actions?

Answer

No other JLR models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Software is available for JLR retailers / authorized repairers to conduct this repair.

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the Land Rover brand web site.

Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

Question 18

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour 18 minutes to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

Question 19

Can I continue to drive my vehicle safely until it has been recalled?

Answer

Yes, BUT in the event of the camera image not being displayed when requested, customers are advised to take extra care when maneuvering and only drive or reverse when they have adequately verified that the path is clear.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmmedia@jaguarlandrover.com