



## SERVICE BULLETIN

# Safety Recall P046: Supplementary Restraint System (SRS) Warning Lamp Illuminated - Update

16-JUL-14 | No.: SRE14-06 | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES SRE14-05

**Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving certain 2010-2015 model year Land Rover LR2 and 2012-2013 model year Range Rover Evoque vehicles imported into the United States market. Information relating to the Recall will be posted on the National Highway Traffic Safety Administration website.**

**United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.**

**United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$7,000.00 per vehicle.**

**This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.**

### AFFECTED VEHICLES

Approximately 17,066 2010-2015 model year Land Rover LR2 (L359) and 23,485 2012-2013 model year Range Rover Evoque (L538) vehicles in the USA are affected.

The VIN ranges of the affected vehicles are:

- LR2 (L359) ..... SALFT2BN1AH144657-SALFA2BG4FH424927
- Range Rover Evoque (L538) ... SALVT1BG2CH000447-SALVR2BG6DH856579

### DESCRIPTION OF DEFECT

A concern has been identified with the Supplementary Restraint System (SRS) passenger airbag which may be totally or partially disabled as a result of physical cell wear out of the Electrically Erasable Programmable Read-Only Memory (EEPROM) within the Occupant Classification Sensor Control Module (OCSCM). When this condition is detected by the SRS system self-test, completed at ignition on, the OCSCM will shut down.

This condition results in Diagnostic Trouble Code (DTC) U0154-00 being set in the Restraints Control Module (RCM) along with continuous illumination of the SRS warning lamp on the instrument cluster. Range Rover Evoque vehicles will also illuminate the Passenger Airbag Disable indicator (PADI) lamp in the overhead console. The condition may clear on the next subsequent ignition cycle.

### EFFECT ON VEHICLE OPERATION

During the SRS system self-test, if this condition illuminates the SRS warning lamp for LR2 vehicles the system defaults to stage 1 deployment of the passenger airbag only. In the case of Range Rover Evoque, the passenger airbag defaults to off and will not deploy. In the event of a crash, the SRS will not operate to design intent, therefore increasing the risk of injury to the vehicle occupants.

Jaguar Land Rover is not aware of any reports of accidents or injuries attributed to this condition.

### OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 30 August 2014.

## ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'P046' and **HOLD** all affected new vehicles in your control and withhold them from onward distribution pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

**Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.**

## SERVICE PROGRAM / REWORK ACTION

 **NOTE: Software to correct this condition is currently available for 2013-2015MY LR2 and 2012-2013MY Range Rover Evoque vehicles ONLY. Software for 2010-2012MY LR2 vehicles will be available on a future SDD software release. Please continue to 'hold' these vehicles, if unsold, pending further notification.**

Vehicle owners will be notified and instructed to take their vehicle to an authorized Land Rover retailer who will update the Supplementary Restraint System (SRS) Occupant Classification Sensor Control Module (OCSCM) with the latest software.

Refer to Technical Bulletin P046NAS, *Safety Recall: Supplementary Restraint System (SRS) Warning Lamp Illuminated*, for complete repair details.

There will be no charge to owners for this repair.


## PARTS

No parts required

## TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

## WARRANTY

 **NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.**

Warranty claims must be submitted quoting Program Code 'P046' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE*
P046	B	Update Occupant Classification Sensor Control Module software	76.90.03	0.20	-	-
P046	C	Update Occupant Classification Sensor Control Module software	76.90.03	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

 **NOTE: normal Warranty policies and procedures apply**

# Safety Recall P046: Sample Owner Letter

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## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALVXXXXXXXXXXXXXX

**August 2014**

**Safety Recall P046 – Supplementary Restraint System (SRS) Warning Lamp Illuminated  
model year / Vehicles Affected: 2010-2015 LR2 and 2012-2013 Range Rover Evoque**

**Dear Land Rover Owner,**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2010-2015 model year Land Rover LR2 and 2012-2013 model year Range Rover Evoque vehicles. Your vehicle is included in this Recall action.

**What is the concern?**

The passenger airbag may be partially or totally disabled.

**What will Land Rover and your Land Rover Retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will update the Supplementary Restraint System (SRS) Occupation Classification Sensor Control Module (OCSCM) software. There will be no charge for this repair.

**What should you do?**

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have program P046 completed on your vehicle.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

**Attention Leasing Agencies:** Please forward this recall notification to the lessee within TEN days.

**Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center

555 MacArthur Boulevard  
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:  
Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this Recall program.

Sincerely,



Peter Pochapsky  
Customer Experience Manager

## Safety Recall P046: Technical Q & A

**Main Message: A concern has been identified with certain 2010-2015 model year LR2 (L359) vehicles and 2012-2013 model year Range Rover Evoque (L538) vehicles fitted with Occupant Classification System (OCS), where the Supplementary Restraints System (SRS) warning lamp is illuminated.**

**Where this concern occurs during an ignition cycle and the vehicle is involved in a collision which requires the deployment of the passenger airbags, the passenger airbag may not deploy as intended for LR2 vehicles and may not deploy at all for Range Rover Evoque vehicles. As a result the risk of injury may be increased.**

**Q1** Who do I contact if a member of the press contacts me about this recall?

**A** Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

**Q2** Why is Jaguar Land Rover Limited recalling certain vehicles?

**A** Jaguar Land Rover is conducting a voluntary safety recall involving certain 2010-2015 model year LR2 (L359) vehicles and 2012-2013 model year Range Rover Evoque (L538) vehicles with Occupant Classification System (OCS) fitted due to a concern with the operation of the Supplementary Restraints System (SRS). In the event of a crash, for LR2 vehicles the SRS defaults to stage 1 deployment of the passenger airbag only. In the case of Range Rover Evoque vehicles, the passenger airbag defaults to off and will not deploy. In this condition there is an increased risk of injury to the vehicle occupants.

**Q3** Can you tell me more about what is wrong with the vehicles?

**A** A concern has been identified with the SRS passenger airbag which may be totally or partially disabled as a result of physical cell wear out of the Electrically Erasable Programmable Read-Only Memory (EEPROM) within the Occupant Classification Sensor Control Module (OCSCM). When this condition is detected by the SRS self-test, completed at ignition on, the OCSCM will shut down. This condition results in Diagnostic Trouble Code (DTC) U0154-00 being set in the Restraints Control Module (RCM) along with continuous illumination of the SRS warning lamp on the instrument cluster. Range Rover Evoque vehicles will also illuminate the Passenger Airbag Deactivation indicator (PADi) lamp in the overhead console. The condition may clear on the next subsequent ignition cycle.

**Q4** How would the customer become aware of potentially having this concern?

**A** Should this condition exist, the driver will be alerted by the illumination of the airbag warning lamp. The airbag warning lamp is intended to notify the driver that there is a concern with the SRS in the vehicle and that immediate repair is necessary.

**Q5** Does this concern affect vehicle safety?

**A** Should this condition exist, the SRS may not operate as intended in the event of crash of sufficient severity to require passenger airbag deployment. The airbag warning light warns the driver of a potential concern with the SRS and the handbook advises that dealer service be sought. All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and young children.

**Q6** Has Jaguar Land Rover Limited received many complaints?

**A** Jaguar Land Rover has a number of warranty claims for illumination of the SRS warning lamp.

**Q7** Have there been any accidents or injuries or fires?

**A** Jaguar Land Rover is not aware of any accidents, injuries or fires which have been attributed to this issue.

**Q8** How was the condition discovered?

**A** The condition was identified through Jaguar Land Rover's field reporting process and analysis.

- Q9** How long has Jaguar Land Rover known about this problem?
- A** Jaguar Land Rover was made aware of the emergence of field data regarding the performance of the SRS in March 2014.
- Q10** Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered.
- A** Jaguar Land Rover has no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q11** What has Jaguar Land Rover done in production?
- A** Production vehicles are manufactured with correct level of software.
- Q12** What will Authorized Repairers do to the vehicles?
- A** Authorized repairers will update the OCSCM software to the latest level.
- Q13** Which vehicles are affected by this recall?
- A** Certain 2010-2015 model year LR2 vehicles and 2012- 2013 model year Range Rover Evoque vehicles fitted with OCS manufactured at Land Rover (UK) manufacturing plants within the following VIN ranges and dates are potentially effected:
- LR2: SALFT2BN1AH144657-SALFA2BG4FH424927; January 27, 2009-June 02, 2014 (selected vehicles within VIN range)
  - Range Rover Evoque: SALVT1BG2CH000447-SALVR2BG6DH856579; June 15, 2011-October 25, 2013.
- Q14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models are known to be affected by this condition, other than those listed on this document.
- Q15** Are parts available to rework vehicles?
- A** Yes, the necessary software is available to rework these vehicles.
- Q16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q17** How do I know if my vehicle is affected?
- A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover Authorized repairer for the work to be carried out.
- Q18** How long does it take for the vehicle to be inspected and repaired?
- A** The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q19** Can I continue to drive my vehicle safely until it has been recalled?
- A** Customers are advised to contact a Land Rover Authorized repairer should they have any concerns regarding their vehicles.

**Note:** Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.