



ABOVE & BEYOND

**SAFETY RECALL P050 (NHTSA # 14V618):  
TIRE PRESSURE MONITORING SYSTEM (TPMS)  
WARNING LAMP ILLUMINATED - UPDATE**

**SERVICE  
BULLETIN**

17-OCT-14 | NO.: SRE14-09 | SECTION: RECALL | MARKET: USA

**THIS BULLETIN UPDATES SRE14-08**

*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 2013-2014 model year Land Rover LR4 and 2014 model year Land Rover Range Rover Sport, and Range Rover 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 3,114 2013-2014MY Land Rover LR4 (L319), 15,118 2014MY Range Rover Sport (L494), and 9,784 2014MY Range Rover (L405) vehicles in the USA are affected.

The VIN ranges of the affected vehicles are:

- LR4 (L319) ..... SALAG2D44DA692894- SALAK2V66EA726009
- Range Rover Sport (L494) ..... SALWR2WF4EA312792-SALWG2WF2EA383012
- Range Rover (L405) ..... SALGS2EF2EA136853-SALGS2WFXEA180114

Refer to Service Bulletin SRE14-08 for the list of unsold (as of 6 October 2014) vehicles.

**DESCRIPTION OF DEFECT**

The Tire Pressure Monitoring System (TPMS) warning lamp may flash, accompanied by the message 'TPMS system fault' on the Instrument Cluster, as a result of a failure of the TPMS sensor localization process. During the failed period, tire pressure loss will not be reported to the driver.

**EFFECT ON VEHICLE OPERATION**

Vehicle wheels that are not being monitored by the TPMS may lead to the tire(s) being significantly under inflated. Driving with tires significantly under inflated can lead to loss of vehicle stability and increase the risk of a crash.

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

### SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who, in the case of 2014MY LR4, Range Rover Sport, and Range Rover vehicles, will download the latest level of Central Junction Box (CJB) [also known as Body Control Module (BCM)] software. Uniquely for 2013MY LR4 vehicles the software level is not compatible for the particular software version used on 2014 MY vehicles, therefore, Land Rover dealers will replace the wheel sensors built to the latest specification.

There will be no charge to owners for this repair.

Refer to Technical Bulletin P050NAS, *Tire Pressure Monitoring System (TPMS) Warning Indicator Illuminated*, for complete repair details.

### OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 1 December 2014.

### ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'P050' 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.**

### PARTS

 **NOTE: Parts required for 2013MY LR4 (L319) vehicles only.**

\* when ordering parts, order only the expected percentage demand of parts identified

DESCRIPTION	PARTS / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS*
Sensor – Tire pressure monitoring	LR066378	4 / 5**	100 (2013MY LR4 only)

\*\* dependent on spare wheel & tire fitted

### 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 'P050' 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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE*
<b>NOTE: Option Codes 'B' and 'C': 2014MY LR4, Range Rover Sport, Range Rover <i>only</i></b>						
P050	B	Reconfigure body control module	86.90.24	0.20	-	-
P050	C	Reconfigure body control module Drive in/drive out	86.90.24 02.02.02	0.20 0.20	- -	- -
<b>NOTE: Option Codes 'F', 'G', 'H', and 'J': 2013MY LR4 <i>only</i></b>						
P050	F	Renew tire pressure sensors – five wheels	74.10.08	2.0	LR066378	5
		Carry out tire pressure sensor replacement – Using SDD	74.90.01	0.20	-	-
P050	G	Renew tire pressure sensors – five wheels	74.10.08	2.0	LR066378	5
		Carry out tire pressure sensor replacement – Using SDD	74.90.01	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-
P050	H	Renew tire pressure sensors - four wheels	74.10.07	1.60	LR066378	4
P050	J	Renew tire pressure sensors - four wheels Drive in/drive out	74.10.07 02.02.02	1.60 0.20	LR066378 -	4 -

*Normal Warranty policies and procedures apply.*

# SAFETY RECALL P050: SAMPLE OWNER LETTER

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXX

November 2014

**Safety Recall P050 – Tire Pressure Monitoring System (TPMS) Warning Indicator Illuminated**

**Model Year / Vehicle Affected: 2013-2014MY LR4; 2014MY Range Rover Sport and Range Rover**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 14V618**

**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 2013-2014 model year Land Rover LR4 and 2014 model year Land Rover Range Rover Sport and Range Rover vehicles. Your vehicle is included in this Recall action.

### **What is the concern?**

The Tire Pressure Monitoring System (TPMS) warning lamp may flash, accompanied by the message 'TPMS system fault' on the Instrument Cluster, as a result of a failure of the TPMS sensor localization process. During the failed period, tire pressure loss will not be reported to the driver.

Vehicle wheels that are not being monitored by the TPMS may lead to the tire(s) being significantly under inflated. Driving with tires significantly under inflated can lead to loss of vehicle stability and increase the risk of a crash.

### **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, in the case of 2014MY LR4, Range Rover Sport, and Range Rover vehicles, download the latest level of Central Junction Box (CJB) [also known as Body Control Module (BCM)] software. Uniquely for 2013MY LR4 vehicles the software level is not compatible for the particular software version used on 2014 MY vehicles, therefore, Land Rover dealers will replace the wheel sensors built to the latest specification.

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 P050 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 two hours for 2013MY LR4

vehicles and less than one hour for 2014MY LR4, Range Rover Sport, and Range Rover vehicles, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

**Attention Leasing Agencies:** Federal regulations require that you 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 P050: TECHNICAL Q & A

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MAIN MESSAGE: A concern has been identified with certain 2013 & 2014 model year LR4 and 2014 model year Range Rover Sport and Range Rover vehicles fitted with Tire Pressure Monitoring System (TPMS). The TPMS warning indicator may flash accompanied by the message 'TPMS system fault' on the Instrument Cluster as a result of a failure of the TPMS sensor localization process. During the failed period, tire pressure loss will not be reported to the driver vehicle wheels that are not being monitored by the TPMS may lead to the tire(s) being significantly under inflated. Driving with tires at the incorrect pressure can lead to loss of vehicle stability and increase the risk of a crash.

**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 safety recall involving certain 2013-2014 model year LR4 and 2014 model year Range Rover Sport and Range Rover vehicles due to a concern with the operation of the Tire Pressure Monitoring System (TPMS). During the failed period, tire pressure loss will not be reported to the driver and the vehicle wheels that are not being monitored by the TPMS, may lead to the tire(s) being significantly under inflated. A significant reduction in pressure can lead to loss of vehicle stability and increase the risk of a crash. 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 The TPMS warning indicator may flash accompanied by the message 'TPMS system fault' on the Instrument Cluster as a result of a failure of the TPMS sensor localization process. During the failed period, tire pressure loss will not be reported to the driver. During the initial phase of driving from being stationary for > 15 minutes, the TPMS system seeks to localize the wheel units by communicating (known as buzzing) each one in turn and "listening" for the 'ID+ buzz' code. If the vehicle stops for > 2 minutes, there is a chance that the localization process will fail when the vehicle starts to move off. The wheel unit is 'buzzed' by the initiator in the wheel arch during the localization process, the wheel unit will transmit 3 'id' frames 15 seconds apart. If the vehicle stops, or goes below 5 mph (8 km/h), the wheel units do not transmit the remaining 'id' frames. When the vehicle starts to move again above 17 mph (27 km/h), the localization process restarts and can get confused, as the wheel unit will transmit the remaining 'identifier' frames, when the next wheel is 'buzzed'. As the localization process has not been completed on a certain wheel, the tire pressure will not be monitored and a warning indicator on the Instrument Cluster will be illuminated.

- Q4** How would the customer become aware of potentially having this concern?
- A Should this condition exist, the driver will be alerted by TPMS warning indicator flashing and 'TPMS system fault' on the Instrument Cluster. The TPMS warning lamp is intended to notify the driver that there is a concern with the pressure of the vehicles tire/s and the driver must stop the vehicle as soon as possible check the tire pressures and inflate to the recommended pressure.
- Q5** Does this concern affect vehicle safety?
- A Tires not monitored by the TPMS may lead to the tire/tires being significantly under inflated. Driving with tires at the incorrect pressure can lead to loss of vehicle stability and increase the risk of a crash.
- Q6** Has Jaguar Land Rover Limited received many complaints?
- A Jaguar Land Rover has received a number of warranty claims for illumination of the TPMS warning indicator.
- 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 TPMS system in December 2013.
- Q10** Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered.
- A We have no concerns with the overall reliability of the vehicle. 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 Vehicles in current production are manufactured with a modified TPMS wheel unit.

**Q12 What will Authorized Repairers do to the vehicles?**

A Owners will be notified and instructed to take their vehicle to a Land Rover Authorized Repairer, who will, in the case of 2014MY LR4, Range Rover Sport, and Range Rover vehicles, download the latest level of Central Junction Box (CJB) [also known as Body Control Module (BCM)] software. Uniquely for 2013MY LR4 vehicles the software level is not compatible for the particular software version used on 2014 MY vehicles, therefore, Land Rover dealers will replace the wheel sensors built to the latest specification.

**Q13 Which vehicles are affected by this recall?**

A Jaguar Land Rover is conducting a Safety Recall campaign involving the following vehicles built at the Solihull (UK) Assembly Plant between September 3, 2013-June 30, 2014:

- 2013-2014MY Land Rover LR4: SALAG2D44**DA692894**-SALAK2V66**EA726009** (selected vehicles within VIN range)
- 2014MY Land Rover Range Rover Sport: SALWR2WF4**EA312792**-SALWG2WF2**EA383012** (selected vehicles within VIN range)
- 2014MY Land Rover Range Rover: SALGS2EF2**EA136853**-SALGS2WFX**EA180114** (selected vehicles within VIN range)

**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 and parts are 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 approximately two hours for 2013MY LR4 vehicles and 30 minutes for 2014MY LR4, Range Rover Sport, and Range Rover vehicles 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