

# EMISSIONS RECALL N620 - ELECTRIC SUPERCHARGER - INTERMITTENT OPERATION



NAS21.12.008 | RECALL

CAN/USA

AFTERSALES BULLETIN

DECEMBER 15, 2021

**NOTE:** [this recall supercedes Owner Notified Service Action N572 and Bulletin NAS21.06.012](#)

## DESCRIPTION OF ISSUE

An issue has been identified on certain 2020 to 2021 model year Range Rover, Range Rover Sport, Range Rover Velar, Defender and Discovery vehicles equipped with Ingenium I6 3.0L petrol engines, where the electric supercharger experiences intermittent failure. Should the electric supercharger fail to operate, the vehicle will experience reduced performance and may not meet the On-Board Diagnostic (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

## AFFECTED VEHICLE RANGE

Range Rover (LW; Ingenium I6 3.0L Petrol)

Model Year: ..... 2021

VIN: ..... SALGS2RU0MA422711-SALGS2RU9MA436672

Range Rover Sport (LW; Ingenium I6 3.0L Petrol)

Model Year: ..... 2021

VIN: ..... SALWR2SUXMA760134-SALWS2RU0MA783061

Range Rover Velar Ingenium I6 3.0L Petrol)

Model Year: ..... 2021

VIN: ..... SALYM2FU4MA297649-SALYJ2EU4MA310698

Defender (Ingenium I6 3.0L Petrol)

Model Year: ..... 2020-2021

VIN: ..... SALEXEEU8L2032254-SALEY6RU4M2055951

Discovery (Ingenium I6 3.0L Petrol)

Model Year: ..... 2021

VIN: ..... SALRM4RU4M2447913-SALRT4RU0M2451377

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

## EFFECT ON VEHICLE OPERATION

Should the electric supercharger fail to operate, the vehicle will experience reduced performance, may illuminate the malfunction indicator lamp (MIL) and not be compliant with emission diagnostic regulations nor pass State Inspection.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicles to an authorized Land Rover retailers to replace the Electric Supercharger on their vehicles. There will be no charge to owners of this action under this program.

Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

## OWNER NOTIFICATION

Owner notification will commence when additional parts stock is received.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated in the next available opportunity.

Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N620NAS, *Electric Supercharger - Intermittent Operation* for detailed repair instructions.

## PARTS INFORMATION

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner. The engine coolant top-up will be paid under ZZZ001 and is to be locally sourced.

### NOTES:

An allowance of \$1.06 USD for the authorized modification label and proof of correction label has been provided and should be claimed using code 'ZZZ999'.

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

\*\* Order quantity of '1-100' will ship as 1 pack of 100 labels.

\*\*\* Order quantity of '1' is a pack of 25 certificates.

DESCRIPTION	MODEL	PART NUMBER SUNDRY CODE	QTY /£ VALUE	% OF VEHICLES REQUIRING THIS PART*
Authorized modification label	All	LRN0002LABEL	1**	100
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	All	JLM21849	1***	100 California Registered Vehicles Only
Electric supercharger	All	LR140362	1	100
<b>Bolts</b>	Range Rover Range Rover Sport Discovery	LR037935	8	68
Engine coolant top-up	Range Rover Velar Defender	ZZZ001	\$6.87	32
Engine coolant Range	Range Rover Range Rover Sport Discovery	ZZZ001	\$34.37	68

## TOOLS

Refer to the Technical Bulletin noted above for any required special tools.

## SROs

Description	Model	SRO	Time
N620 - Electric supercharger - Renew	Range Rover Range Rover Sport	99.02.01.31	2.3
N620 - Electric supercharger - Renew - With <a href="#">Diagnostic Trouble Code(s) (DTC)</a> clear	Range Rover Range Rover Sport	99.02.01.32	2.5
N620 - Electric supercharger - Renew	Range Rover Velar	99.02.01.31	1.6
N620 - Electric supercharger - Renew - With <a href="#">DTC</a> clear	Range Rover Velar	99.02.01.32	1.7
N620 - Electric supercharger - Renew	Defender	99.02.01.31	2.6
N620 - Electric supercharger - Renew - With <a href="#">DTC</a> clear	Defender	99.02.01.32	2.7
N620 - Electric supercharger - Renew	Discovery	99.02.01.31	2.5
N620 - Electric supercharger - Renew - With <a href="#">DTC</a> clear	Discovery	99.02.01.32	2.6
Drive in/drive out	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

**NOTE:** Only vehicles with the Malfunction Indicator Lamp (MIL) illuminated on the Instrument Panel Cluster (Instrument Panel Cluster Control Module (IPC)), due to DTC P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the DTCs after installing a new electric supercharger and claim either option code C/D for Range Rover, Range Rover Sport and Discovery vehicles or G/H for Range Rover Velar and Defender vehicles. If the MIL is NOT illuminated, option code A/B for Range Rover, Range Rover Sport and Discovery vehicles or E/F for Range Rover Velar and Defender vehicles must be claimed.

Warranty claims should be submitted quoting program code N620 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.

Repair procedures are under constant review and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

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

**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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL	SRO	TIME (HOURS)	SUNDRY CODE	QTY/£ VALUE
N620	A	N620 - Electric supercharger - Renew	Range Rover Range Rover Sport Discovery	See table above	See table above	LR140362	1
						LR037935	8
						ZZZ001	\$34.37
						ZZZ999	\$1.06
N620	B	N620 - Electric supercharger - Renew Drive in/drive out	Range Rover Range Rover Sport Discovery	See table above 02.02.02	See table above 0.2	LR140362	1
						LR037935	8
						ZZZ001	\$34.37
						ZZZ999	\$1.06

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL	SRO	TIME (HOURS)	SUNDRY CODE	QTY/£ VALUE
N620	C	N620 - Electric supercharger - Renew - With DTC clear	Range Rover	See table above	See table above	LR140362	1
			Range Rover Sport			LR037935	8
			Discovery			ZZZ001	\$34.37
						ZZZ999	\$1.06
N620	D	N620 - Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover	See table above 02.02.02	See table above 0.2	LR140362	1
			Range Rover Sport			LR037935	8
			Discovery			ZZZ001	\$34.37
						ZZZ999	\$1.06
N620	E	N620 - Electric supercharger - Renew	Range Rover Velar	See table above	See table above	LR140362	1
			Defender			ZZZ001	\$6.87
						ZZZ999	\$1.06
N620	F	N620 - Electric supercharger - Renew Drive in/drive out	Range Rover Velar	See table above 02.02.02	See table above 0.2	LR140362	1
			Defender			ZZZ001	\$6.87
						ZZZ999	\$1.06
N620	G	N620 - Electric supercharger - Renew - With DTC clear	Range Rover Velar	See table above	See table above	LR140362	1
			Defender			ZZZ001	\$6.87
						ZZZ999	\$1.06
N620	H	N620 - Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover Velar	See table above 02.02.02	See table above 0.2	LR140362	1
			Defender			ZZZ001	\$6.87
						ZZZ999	\$1.06

*Normal Warranty policies and procedures apply.*

## CUSTOMER REIMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost by using the related damage procedure.

The related damage procedure should also be used to reimburse retailers for any additional ancillary parts or service operations not listed in this bulletin that were required to complete the repair.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Claims should be submitted quoting program code N620 and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim for reimbursement should be submitted using option code XX as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

Program Code	Option	Description	Part No.	SRO	Sundry	Value
N620	XX	Reimbursement to owner	As required	As required	ZZZ999	Retailer entered

A copy of the invoice must be appended to the repair order for Warranty Audit purposes.

Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall N620 are included in this process. Only one claim per vehicle for related damages will be accepted



## CANADA SAMPLE OWNER LETTER - EMISSIONS RECALL N620

### **IMPORTANT EMISSIONS RECALL**

This notice applies to your vehicle, SALXXXXXXXXXXXXXX

**December 00, 2021**

#### **Emission Recall N620: Electric Supercharger – Intermittent Operation**

**Vehicle Affected 2020-21MY Range Rover, Range Rover Sport, Defender, Discovery, Range Rover Velar**

#### **Dear Land Rover Owner:**

Jaguar Land Rover Canada ULC is conducting a no-charge Voluntary Emissions Recall (Program Code **N620**) for owners of certain 2020-2021MY Defender and 2021MY Range Rover, Range Rover Sport, Discovery, and Range Rover Velar vehicles.

Your vehicle is included in this Recall action.

#### **What is the issue?**

A potential issue has been identified with the electric supercharger of your vehicle, which may cause the supercharger to operate intermittently. This condition may cause reduced engine performance and illumination of the Malfunction Indicator Lamp (MIL).

#### **What will Land Rover and your Land Rover retailer do?**

An authorized Land Rover retailer will replace the electric supercharger of your vehicle. There will be no charge for this repair.

#### **What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program Code '**N620**'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately three hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

#### **What if I have previously paid for this repair?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Land Rover Land Rover North America, LLC.

**Attention Leasing Agencies:** please forward this notice to your lessee within TEN (10) days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**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 **1-800-346-3493**, Option **9**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [lrcweb2@jaguarlandrover.com](mailto:lrcweb2@jaguarlandrover.com).

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

Jaguar Land Rover Canada ULC  
ATTN: Customer Relationship Center  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W 0E3

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. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffrey Peel', with a large loop at the end.

Jeffrey Peel  
Director, Customer Service  
Jaguar Land Rover Canada ULC



## USA SAMPLE OWNER LETTER - EMISSIONS RECALL N620

### **IMPORTANT EMISSIONS RECALL**

This notice applies to your vehicle, SAJXXXXXXXXXXXXXX

**December 00, 2021**

#### **Emissions Recall N620 – Electric Supercharger – Intermittent Operation**

**Vehicle Affected 2020-21MY Range Rover, Range Rover Sport, Defender, Discovery, Range Rover Velar**

#### **Dear Land Rover Owner:**

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code **N620**) for owners of certain 2020- 2021MY Defender and 2021MY Range Rover, Range Rover Sport, Discovery, and Range Rover Velar vehicles.

Your vehicle is included in this Recall action.

#### **What is the issue?**

A potential issue has been identified with the electric supercharger of your vehicle, which may cause the supercharger to operate intermittently. This condition may cause reduced engine performance and illumination of the Malfunction Indicator Lamp (MIL).

#### **What will Land Rover and your authorized Land Rover retailer do?**

An authorized Land Rover retailer will replace the electric supercharger of your vehicle. There will be no charge for this repair.

#### **What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program Code '**N620**'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

#### **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 three hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

#### **Are you the owner of an affected vehicle registered in California?**

The State of California requires the completion of this service prior to the vehicle's registration renewal. When the required service has been completed, your Land Rover retailer will provide you a Proof of Correction certificate. Please retain this certificate for your records as you may be required to present it to the Department of Motor Vehicles when renewing your registration.

#### **What if I have previously paid for this repair?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Land Rover Land Rover North America, LLC.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**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 **1-800-637-6837**, Option **9**, and one of our representatives will be happy to assist you.

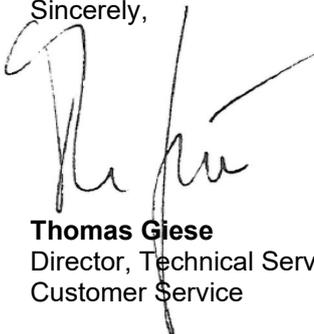
You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

**If 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  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

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. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service

# Technical Questions And Answers



FOR USE ON ENQUIRY

**Jaguar Land Rover Emissions Recall N620**

**Certain 2021 Model Year Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles and certain 2020 and 2021 Model Year Defender vehicles equipped with Ingenium I6 3.0L petrol engines for intermittent electric supercharger operation**

A concern has been identified on certain 2021 model year Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles and certain 2020 and 2021 model year Defender vehicles equipped with Ingenium I6 3.0L petrol engines where the electric supercharger experiences intermittent operation.

## **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 Jaguar Land Rover (JLR) Corporate Affairs office.

## **Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

Should the electric supercharger fail to operate, the vehicle will experience reduced performance and may not meet the On-Board Diagnostics (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

## **Question 3**

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

*Answer*

An investigation discovered the Power Control Board (PCB), which governs the performance of the electric supercharger, was manufactured away from design specification. Should the PCB be vibrated sufficiently in the Y-axis direction a short circuit would occur between a bonding wire and a circuit terminal due to an inadequate distance between the components. The short circuit will subsequently cause the malfunction of the electric supercharger.

## **Question 4**

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

*Answer*

Should the electric supercharger intermittently operate, the customer may experience reduced engine power and increased transient turbocharger lag.

**Question 5**

Does this concern affect vehicle emissions compliance?

*Answer*

Yes, affected vehicles may not meet the On-Board Diagnostic (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

**Question 6**

Has JLR received many complaints?

*Answer*

Yes, JLR has received several field reports related to this issue.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There are no reports of accidents or injuries or fires as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

An investigation was opened on following field reports from the United States market.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation started on 27 July, 2021.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety and product compliance? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall compliance and 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*

Production vehicles are manufactured with an electric supercharger which meets design specifications.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

JLR will notify owners, and authorized repairers will renew the electric supercharger with a part that meets design specification.

These vehicles are covered under warranty therefore there will be no charge to owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Range Rover 2021 model year - SALGS2RU0MA422711 to SALGS2RU9MA436672

Range Rover Sport 2021 model year - SALWR2SUXMA760134 to SALWS2RU0MA783061

Range Rover Velar 2021 model year - SALYM2FU4MA297649 to SALYJ2EU4MA310698

Land Rover Defender 2020 and 2021 model year - SALEXEEU8L2032254 to SALEY6RU4M2055951

Land Rover Discovery 2021 model year - SALRM4RU4M2447913 to SALRT4RU0M2451377

(Selected vehicles within Vehicle Identification Number (VIN) ranges) vehicles manufactured from October 14, 2020 to March 9, 2021.

**Question 14**

Are other JLR models affected by this concern?

*Answer*

Yes, certain 2021 model year Jaguar F-PACE vehicles are affected by this concern, and are being remedied by recall H372, and one 2021 model year Range Rover Sport vehicle in Japan, being remedied through recall N624.

**Question 15**

Is the repair available to rework vehicles?

*Answer*

Yes

**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*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 18**

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

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately three hours.

**Question 19**

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

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

**Note:**

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.