



RECALL ACTION

Global Recall Action
Number: N599NAS3

Engine Cut-Out	Subject:	Publication No.: N599NAS3
		Model: Defender (LE)
		Model Year: 2020 - 2021
		Date of Issue: 04 April 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved JLR retailer/authorized repairer
Related Information:	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle

DESCRIPTION OF DEFECT AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified with certain 2020 and 2021 model year Ingenium I6 3.0L petrol Defender vehicles where the Powertrain Control Module (PCM) may unexpectedly switch off while the vehicle is in motion, within 5 to 10 minutes of a drive cycle. Should the PCM switch off, the engine will cut-out with no warning. Driver assistance systems, such as brake boost and power assisted steering, will continue to operate absent of engine operation. At speed, engine cut-out without warning could pose an increased risk of a crash.

REGULATORY INFORMATION

JLR North America, LLC and JLR 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 2020 and 2021 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 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 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 retailer/authorized repairer could result in a maximum civil penalty of up to the equivalent of \$22,992.00 USD per violation and the equivalent of \$114,954,525.00 USD for a related series of violations. This Safety Recall serves as notification to all 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.

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

This Safety Recall notice serves as notification to all JLR retailers/authorized repairers that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

ACTION TO BE TAKEN

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

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

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 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, please contact your NSC/Importer or Regional Office for more information.

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 Safety Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you check the JLR claims submission system and that all other outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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

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

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N599NAS3



NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

A [Software Over The Air \(SOTA\)](#) update will be completed to update the [Powertrain Control Module \(PCM\)](#). The software update will be performed through [SOTA](#) and so an authorized retailer visit is not required. If the [SOTA](#) update cannot be successfully completed, the customer will be notified and advised to visit an authorized retailer to have this campaign completed and the required software update performed.



NOTE: If the customer requests to have the software update completed using Pathfinder, the option has been created to enable the retailer/authorized repairer to submit a claim. Option codes should only be claimed if the [SOTA](#) software update cannot be completed.

SROs

Description	SRO	Time
PCM - Update ECU	85.18.03	0.2
Drive in/drive out	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 N599 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	Description	SRO	Time
N599	A	PCM - Update ECU	85.18.03	0.2
N599	B	PCM - Update ECU Drive in/drive out	85.18.03 02.02.02	0.2 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 bulletin.

Customer Reimbursement Process



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

Table of Contents
REMOVAL AND INSTALLATION: TRAINING MATERIAL - TOPIx CLOUD DIAGNOSTICS
REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS

TRAINING MATERIAL - TOPIX CLOUD DIAGNOSTICS

1. For further assistance using TOPIx Cloud Diagnostics, refer to the below training material, which is located on the Jaguar and Land Rover Excellence websites.

- **QDMX01932:** Diagnostic Device Agent Installation
- **QDMX02118:** Diagnostics Tool Capability
- **QDMX02216:** Running an Application
- **QDMX02401:** Service and [Pre-Delivery Inspection \(PDI\)](#), Module Programming
- **QDMX02403:** Fault and Breakdown
- **QDM102757:** Data logging POC systems and repair
- **QDM102654:** TOPIx Cloud Enhancements: Service and [PDI](#), Module Programming.

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2. NOTES:



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



If the linked application does not complete successfully, complete the linked application in step 3.

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 [PCM](#) -

5. NOTES:



If required.



If the linked application does not complete successfully, complete the linked application in step 6.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

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

8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

Sample Customer Letter

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N599

Date: month/year

SAFETY RELATED RECALL - Defender - Engine Cut-Out

Dear

Jaguar Land Rover (JLR) Limited 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 Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified with certain 2020 and 2021 model year Ingenium I6 3.0L petrol Defender vehicles where the Powertrain Control Module (PCM) may unexpectedly switch off while the vehicle is in motion, within 5 to 10 minutes of a drive cycle.

Should the PCM switch off, the engine will cut-out with no warning. Driver assistance systems, such as brake boost and power assisted steering, will continue to operate absent of engine operation. At speed, engine cut-out without warning could pose an increased risk of a crash.

What will the repair be?

A Software Over The Air (SOTA) update (2.0.10d) will provide the latest PCM calibration. The software update will be performed through SOTA and so a retailer visit is not required. If you have not received this SOTA update or have any problems installing this software, your authorized retailer will be able to perform the update for you.

How long will it take?

The SOTA update is completed at a time convenient to the you and does not require any retailer intervention. If SOTA updates are not completed, an authorized retailer visit will be required. The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers.

What we are asking you to do

If you require your retailer/authorized repairer to complete this update, please contact them without delay. To book your vehicle in for this action you will need to provide the 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 code for the action.


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

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

4/4/22, 11:19 AM

N599NAS3 - Engine Cut-Out | TOPIx


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the  Limited Customer Experience Centre on 0370 5000 500 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.

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

Yours sincerely

Head of Business

<h1>Technical Questions And Answers</h1>	
FOR USE ON ENQUIRY	
Jaguar Land Rover N599	
Certain 2020 and 2021 Model Year Land Rover Defender Vehicles for Engine Cut-Out	

A concern has been identified with certain 2020 and 2021 model year Ingenium I6 3.0L petrol Defender vehicles where the Powertrain Control Module (PCM) may unexpectedly switch off while the vehicle is in motion, within 5 to 10 minutes of a drive cycle.

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 PCM switch off, the engine will cut-out with no warning. Driver assistance systems, such as brake boost and power assisted steering, will continue to operate absent of engine operation. At speed, engine cut-out without warning could pose an increased risk of a crash.

Question 3

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

Answer

The issue results from an interaction of the Connected Diagnostics Services (CDS) functionality and the PCM. The entry conditions for the engine cut-out were established as being a consequence of a software watch-dog in the PCM. Where the CDS sought to read Diagnostic Trouble Code(s) (DTC) in the PCM, the PCM run-time increased triggering the watch-dog. This increased run-time can, where it exceeds 10 ms, trigger the PCM to switch off.

Question 4

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

Answer

Customers will experience an engine cut-out approximately 5 to 10 minutes into a drive cycle, with subsequent engine cut-out events every 5 to 10 minutes until an authorized retailer clears any DTC held within the PCM.

Question 5

Does this concern affect vehicle safety?

Answer

Yes, at speed, engine cut-out without warning could pose an increased risk of a crash.

Question 6

Has JLR received many complaints?

Answer

Yes, JLR has received several complaints from the market for this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

JLR is not aware of any reports of accidents, injuries or fires.

Question 8

How was the concern discovered?

Answer

JLR was informed following a number of Electronic Product Quality Report (EPQR) received from the market of cut-out while in motion.

Question 9

How long has JLR known about this concern?

Answer

The investigation into this issue was opened on 26 March 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 updated software.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

A Software Over The Air (SOTA) update will be completed to update the PCM. The software update will be performed through SOTA and so an authorized retailer visit is not required. If the SOTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized retailer to have the software update performed.

Question 13

Which vehicles are affected by this recall?

Answer

2020 to 2021 model year Land Rover Defender vehicles. Production Dates: February 2, 2019 to April 7, 2021.

Question 14

Are other JLR models affected by this concern?

Answer

No.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

Is this software also available through SOTA?

Answer

Yes.

Question 17

How much will the recall cost JLR?

Answer

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

Question 18

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 19

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

Answer

The SOTA update is completed at a time convenient to the customer and does not require any retailer intervention. If SOTA updates are not completed, a retailer visit will be required. The work will be completed as quickly and efficiently as possible in order to

minimize inconvenience to customers. The actual repair takes approximately 15 minutes to complete.

Question 20

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 [JLR](#) Corporate Affairs office.