



SAFETY RECALL N164 (NHTSA 18V-088): TIRE
PRESSURE MONITORING SYSTEM (TPMS)
INCORRECT FOR 20-INCH TIRES IN INSTRUMENT
CLUSTER (IC)

SERVICE BULLETIN

21-FEB-18

NO.: SRE18-05

SEC.: RECALL

MKT.: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2018 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.

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 \$21,000.00 per vehicle.

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

THIS BULLETIN UPDATES SRE18-04

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles, fitted with 20-inch wheels, within the listed Affected Vehicle Range where the Tire Pressure Monitoring System (TPMS) pressure has been set incorrectly in the instrument cluster. The set instrument cluster stored pressures are employed by the TPMS system to determine pressure thresholds against which TPMS warning system activation should occur. The TPMS will not illuminate the warning telltale at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the Tire Placard. The TPMS system set pressure on the instrument cluster does not correspond with the correct information on the Tire Placard. The pressures stated on the Tire Placard are correct.

AFFECTED VEHICLE RANGE

Range Rover Evoque (L538c; Convertible)

Model Year: 2018

VIN: SALVD5RX8JH256731-SALVD5RX1JH295452

A total of 190 vehicles are potentially involved in the USA and Federalized Territories. Visit the InfoTrail website for a list of affected unsold (as of 15 February 2018) vehicles.

EFFECT ON VEHICLE OPERATION

Operation of tires at low inflation pressures can contribute to separation of the tire tread. If the tread separates from the tire, the driver can lose control of the vehicle, possibly resulting in a crash.

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will download the latest Tire Pressure Monitor (TPM) module software to the vehicle. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 23 March 2018.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by Program Code **'N164'** 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.

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.

Jaguar Land Rover North America 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 N164NAS, *SAFETY RECALL: Tire Pressure Monitoring System (TPMS) Incorrect for 20-Inch Tires*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

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

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts 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.

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.

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*
N164	A	Tire Pressure Monitor Module - Update	86.91.48	0.20	-	-
N164	B	Tire Pressure Monitor Module - Update	86.91.48	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

March 2018

SAFETY RECALL N164: Tire Pressure Monitoring System (TPMS) Incorrect For 20-Inch Tires In Instrument Cluster (IC)

**Vehicle Affected: Land Rover Range Rover Evoque Convertible
Model Year: 2018**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V-088

Dear Land Rover Range Rover Evoque 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 relating to motor vehicle safety exists in certain 2018 model year Land Rover Range Rover Evoque Convertible vehicles.

Your vehicle is included in this Recall action.

What is the concern?

On certain 2018 Model Year (MY) Range Rover Evoque Convertible vehicles equipped with 20-inch wheels, the TPMS pressure has been stored incorrectly in the Tire Pressure Monitor (TPM) module. The stored pressures are employed by the TPMS system to determine pressure thresholds against which TPMS warning system activation should occur. The TPMS will not illuminate the warning tell-tale at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the tire data label.

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

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will download the latest Tire Pressure Monitor (TPM) module software to the vehicle.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code **'N164'**.

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 15 minutes, 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.

Attention Leasing Agencies: 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 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 Centre 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.

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 Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. 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,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Relationship Centre Manager

TECHNICAL Q & A: SAFETY RECALL N164

Main Message: an issue has been identified with certain 2018 Model Year (MY) Land Rover Range Rover Evoque folding top vehicles equipped with 20-inch wheels. The Tire Pressure Monitoring System (TPMS) pressure has been set incorrectly in the Instrument Cluster (IC). The set IC stored pressures are employed by the TPMS system to determine pressure thresholds against which TPMS warning system activation should occur. The TPMS will not illuminate the warning tell-tale at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the Tire Placard.

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

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr
Vice President, Communications & Public Affairs
Jaguar Land Rover North America, LLC
sschorr@jaguarlandrover.com
Office: +1-201-760-8561
Cell: +1-201-739-2964

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nhoyt@jaguarlandrover.com
Office: +1-201-818-8316
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Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A These vehicles are being recalled because, in the condition noted in the Main Message above, vehicles will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 138 Tire Pressure Monitoring System. Operation of tires at low inflation pressures can contribute to separation of the tire tread. If the tread separates from the tire, the driver can lose control of the vehicle, possibly resulting in a crash.

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

A The TPMS warning light illuminates at a lower than specified pressure due to the incorrect tire pressures being recorded in the instrument cluster system. The pressures stored in the instrument cluster are used by the TPMS as the reference pressures.

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

A Customers may notice a degradation of ride comfort where tires are not inflated to the correct pressures.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover is conducting this as this as a safety recall.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a small number of retailer/authorized repairer reports relating to this matter.

Q7 Have there been any accidents or injuries?

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

Q8 How was the condition discovered?

A The condition was highlighted through retailer/authorized repairer field reports.

Q9 How long has Jaguar Land Rover known about this problem?

A This issue started to be investigated in December 2017.

Q10 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? What type of measures are you planning to take?

A We have 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 The correct tire pressure information is now recorded in the IC.

Q12 What will authorized Land Rover retailers do to the vehicles?

A Authorized Land Rover retailers will update the IC information with the correct tire pressures.

Q13 Which vehicles are affected by this recall?

A The following Land Rover Range Rover Evoque vehicles manufactured from June 13, 2017, to December 11, 2017, are affected:

- SALVD5RX8JH256731-SALVD5RX1JH295452

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models, other than those listed on this document, are known to be affected by this condition.

Q15 Are parts available to rework vehicles?

A Yes, the necessary software is available for authorized Land Rover retailers to conduct this repair.

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 an authorized Land Rover retailer 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 15 minutes. Due to retailer 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 an authorized Land Rover retailer should they have any concerns regarding their vehicles.