



SAFETY RECALL N143 (NHTSA 18V139): HVAC INLET DOOR LINKAGE

SERVICE BULLETIN

22-MAR-18

NO.: SRE18-08

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 voluntary Safety Recall on certain 2018 model year Land Rover Range Rover Velar 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 SRE18-07

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range the air inlet door linkages within the climate control system may become detached and, depending on operating mode position, cause unexpected severe condensation / fogging of the interior windows..

AFFECTED VEHICLE RANGE

Range Rover Velar (L560)

Model Year: 2018

VIN: SALYM2RV9JA700315-SALYB2RX4JA740292

A total of 7,090 vehicles are potentially involved in the United States and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 15 March 2018).

EFFECT ON VEHICLE OPERATION

At temperatures below 32° Fahrenheit where the linkage detaches in recirculation mode, it may not be able to clear condensation / fog from the inside of the front windshield or other windows. Failure to be able to de-mist the interior windows in a timely manner can restrict the driver's field of vision and could lead to an increased risk of an accident.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will replace the link arm with a revised design and update the Climate Control module software. There will be no charge to owners for this action under this Program.

OWNER NOTIFICATION

Owners will receive a notification by mail on or before 23 April 2018.

Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, NJ 07430

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to ensure that the vehicle is affected by 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 at the next available opportunity.

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 N143NAS, *SAFETY RECALL: HVAC Inlet Door Linkage*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*	EXPECTED PERCENTAGE DEMAND
Lever Arm Kit - Left Hand Drive (LHD)	LR114130	1	30
Sill Trim Clip	LR092197	4	41

TOOLS

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

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system 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 the Jaguar Land Rover claims submission system to obtain the latest repair time.

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

UNSOLD VEHICLES

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N143	A	Configuration - Automatic Temperature Control (ATC) ECU	80.90.12	0.2	-	-
		Motor - Recirculation flap - Inspect	80.10.89.39	0.1	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N143	B	Configuration - Automatic Temperature Control (ATC) ECU	80.90.12	0.2	-	-
		Motor - Recirculation flap - Inspect	80.10.89.39	0.1	-	-
		Drive in/drive out	02.02.02	0.2	-	-
N143	C	Configuration - Automatic Temperature Control (ATC) ECU	80.90.12	0.2	-	-
		Lever - Recirculation flap - Inspect and install	80.10.89.40	0.6	-	-
N143	E	Configuration - Automatic Temperature Control (ATC) ECU	80.90.12	0.2	-	-
		Lever - Recirculation flap - Inspect and install	80.10.89.40	0.6	-	-
		Drive in/drive out	02.02.02	0.2	-	-

SOLD VEHICLES

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N143	G	Lever - Recirculation flap - Renew and update software	80.10.89.41	1.0	LR114130	1
					LR092197	1
N143	H	Lever - Recirculation flap - Renew and update software	80.10.89.41	1.0	LR114130	1
		Drive in/drive out	02.02.02	0.2	LR092197	1
					-	-

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

April 2018

SAFETY RECALL N143: HVAC Inlet Door Linkage

**Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2018**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V139

Dear Land Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2018 model year Land Rover Range Rover Velar vehicles.

Your vehicle is included in this Recall action.

What is the concern?

As a result of a defect in the operation of the heating system, the linkage that controls the fresh air flap may become disconnected. At temperatures below 32° Fahrenheit where the linkage detaches in recirculation mode, it may not be able to clear condensation / fog from the inside of the front windshield or other windows.

Failure to be able to de-mist the interior windows in a timely manner can restrict the driver's field of vision and could lead to an increased risk of an accident.

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 replace the inlet door actuator arm and download the latest Climate Control 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 and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N143'**.

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 one (1) hour, 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

Main Message: An issue has been identified where the Climate Control system may not function correctly. The air inlet door linkages within the Climate Control system may become detached and, depending on operating mode position, cause unexpected severe condensation / fogging of the interior windows. .

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

Nathan Hoyt
Product Communications Manager
Jaguar Land Rover North America, LLC
nhoyt@jaguarlandrover.com
Office: +1-201-818-8316
Cell: +1-551-427-3199

Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A These vehicles are being recalled because this defect has the potential to cause degraded visibility unexpectedly and may not readily clear in some ambient conditions.

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

A At temperatures below 32°F where the linkage detaches in recirculation mode, it may not be able to clear condensation / fog from the inside of the front windshield or other windows. Failure to be able to demist the interior windows in a timely manner can restrict the driver's field of vision.

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

A Failure to demist the front and side windows or excessive fogging of the windows will indicate the onset of this issue.

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 number of retailer and customer reports related to this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is aware of one related minor accident and is not aware of any injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A The condition was highlighted through market reports.

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

A This issue started to be investigated as a possible safety hazard in late January 2018.

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 Vehicles are now manufactured with the required link travel restrictions and mechanical stops on the linkage.

Q12 What will an authorized Land Rover retailer do to the vehicles?

A Authorized Land Rover retailers will replace the link arm with a revised design and update the Climate Control module software.

Q13 Which vehicles are affected by this recall?

A Land Rover Range Rover Velar vehicles manufactured from 14 April 2017 to 17 November 2017.

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 parts and software are 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 Land Rover 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 one (1) hour. 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.