

573.6 (c) (6) - Chronology of Events for N367:

A Product Safety and Compliance Committee (PSCC) investigation was opened on February 6, 2018 where reports of rearview image issues were received.

Initial assessments revealed the presence of random and sporadic occurrences and an absence of any determined pattern or trend relating to the display of rearview image. During March to June 2018, the Jaguar Land Rover Engineering team conducted a detailed technical investigation into the reports received. During this period, the investigation was routinely reviewed at PSCC.

Over the course of the second half of 2018, a task force of subject matter experts was organized to thoroughly analyze data regarding reports of rearview image performance and to perform a technical deep-dive into the performance of the rearview image display systems.

The PSCC periodically received updates approximately once per quarter from the task force regarding the determination of any pattern or trend of issues relating the camera system and technical investigation.

The task force reported to the PSCC in late January 2019, where they revealed a more focused investigation was now being completed on 2018 Model Year (18MY) specification vehicles, this being coincident with certain technical changes made to both hardware and software. The task force was requested by the PSCC to conduct further analysis to determine any pattern and trend of error states for the varying camera and software configurations.

The issue was reviewed at the PSCC with the task force on 19 March, 2019 where focus on 18MY Range Rover and Range Rover Sport vehicles equipped with Continental Camera Systems was requested as these model lines received both hardware and software changes at 18MY. The task force and PSCC agreed to continue to review data for 18MY in order to obtain a robust analysis for the Continental Camera Systems.

The PSCC reviewed the data analysis from the task force in July 2019, at which time a pattern and trend in warranty claim rates and property claim damages were identified as emerging for 18MY Range Rover and Range Rover Sport vehicles equipped with Continental Camera Systems.

The investigation was progressed to the Recall Determination Committee (RDC) who met on July 25, 2019 and at which the RDC requested further analysis from the task force to ensure the failure modes were correctly defined and understood.

At the PSCC of August 06, 2019 all of the failure modes that relate to 18MY Range Rover and Range Rover Sport vehicles equipped with the Continental Surround Camera System were reviewed revealing an elevated rate of rearview image issues impacting these two models and model years. The issue was requested to be returned to RDC for final determination.

The RDC reviewed all information again on August 08, 2019 and determined an elevated rate of pattern and trend exists on 18MY Range Rover and Range Rover Sport vehicles equipped with the Continental Surround Camera System. The Committee determined the condition represents an unreasonable risk to safety if the rearview camera does not display an image (specifically defined in FMVSS 111) and the driver does not check their surroundings appropriately before reversing and determined that a safety recall be conducted.

There have been 4 reported incidents of property damage for the population included in this recall.