

CUSTOMER SERVICE

RECALL UPDATE



EMISSIONS RECALL H317 – ON BOARD DIAGNOSTICS (OBD) TEST FAILURE		SAFETY RECALL N499 REAR SPOILER UPPER COVER RETENTION	
AFFECTED MODELS	19-20MY XF, XE AND F-PACE	AFFECTED MODELS	2010-2011 MY L320 Range Rover Sport
VOLUME AFFECTED	627 USA 49 CANADA	VOLUME AFFECTED	21,834 USA 1922 CAN
REPAIR	Affected vehicles when connected to a generic OBD device, the device will not recognize or display VIN data, Diagnostic Trouble Code (DTC) data and emissions related data from the vehicle. This is a requirement of emission regulations. Vehicles will require a gateway module (GWM) software update.	REPAIR	The rear spoiler cover may detach from the rear of the vehicle due to adhesive bond failure. New adhesive will be applied to the top cover. Damaged or missing spoiler covers will be replaced.
REPAIR TIME	0.2 hrs + Drive in/out	REPAIR TIME	0.5hrs for repair or 0.3hrs to replace spoiler + DIDO
CAMPAIGN LAUNCH	March 3 rd , 2021	CAMPAIGN LAUNCH	Target March 31 st , 2021
Notes	Customer notification will commence when EPA and CARB have approved the customer letter. All units are retailed except two in retailer stock and one JLRNA fleet vehicle.	Notes	Retailer Notification Oct 20 th , 2020 - Bulletin NAS20.10.016. Customers have received an interim notification letter.