

SAFETY RECALL N503 (NHTSA 20V-683) - SOFTWARE UPDATES



NAS20.11.013 | RECALL

USA

AFTERSALES BULLETIN

NOVEMBER 19, 2020

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 2020 model year Land Rover Discovery Sport and 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 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 \$22,329.00 per vehicle.

This Aftersales 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.

DESCRIPTION OF DEFECT

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where an electrical overload event in the 48-Volt electrical system may cause a failure of the Metal Oxide Semiconductor Field Effect Transistor (MOSFET).

AFFECTED VEHICLE RANGE

Discovery Sport

Model Year: 2020

VIN: SALCM2GXXLH833819-SALCM2GX9LH877360

New Range Rover Evoque

Model Year: 2020

VIN: SALZM2GX5LH000181;SALZM2GX6LH114934

A total of 3,048 vehicles are potentially involved in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Failure of the MOSFET may cause an electrical cascade failure, causing the Direct Current to Direct Current (DC/DC) converter to experience an electrical short where the 12-Volt circuit shorts to ground. When the DC/DC converter experiences an electrical short to ground, the 12-Volt electrical system will discharge, indicated by the battery warning tell-tale on the Instrument Panel Cluster. In extreme cases, the vehicle occupants may notice a burning smell and/or smoke from the DC/DC converter vent in to the passenger compartment.

Where sufficient oxygen exists, a sustained vehicle fire may occur.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer to install the latest software which mitigates the electrical failure condition.

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

ACTION TO BE TAKEN

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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 N503NAS, *SAFETY RECALL: Software Updates*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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. Use 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)
N503	A	N503 - Software updates	86.99.25	0.3
N503	B	N503 - Software updates	86.99.25	0.3
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims for related damages can only be made when this bulletin has been paid/accepted. Use the Program Code, Option Code 'X', and enter the cost using Sundry Code 'ZZZ999'. All costs must be entered in local currency.

A copy of the invoice/repair order must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXLHXXXXX

December 2020

SAFETY RECALL N503: Software Updates

**Vehicles Affected: Land Rover Discovery Sport, Range Rover Evoque
Model Year: 2020**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-693

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 2020 model year Land Rover Discovery Sport and Range Rover Evoque vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

An electrical overload event in the 48-Volt electrical system may cause a failure of the Metal Oxide Semiconductor Failure of the MOSFET may cause an electrical cascade failure, causing the Direct Current to Direct Current (DC/DC) converter to experience an electrical short where the 12-Volt circuit shorts to ground. When the DC/DC converter experiences an electrical short to ground, the 12-Volt electrical system will discharge, indicated by the battery warning tell-tale on the Instrument Panel Cluster. In extreme cases, the vehicle occupants may notice a burning smell and/or smoke from the DC/DC converter vent in to the passenger compartment.

Where sufficient oxygen exists, a sustained vehicle fire may occur.

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 update the vehicle software to the latest level.

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 'N503'.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately 30 minutes, although due to vehicle scheduling 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

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 Center 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 Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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 to 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,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: SAFETY RECALL N503

Main Message: An electrical overload event in the 48-Volt electrical system may cause a failure of the Metal Oxide Semiconductor Failure of the MOSFET may cause an electrical cascade failure, causing the Direct Current to Direct Current (DC/DC) converter to experience an electrical short where the 12-Volt circuit shorts to ground.

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

Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A Where there is a permanent 12V short to ground condition, it is possible that heat build-up may be sufficient for a burning smell and/or smoke from the DC/DC converter vent in to the passenger compartment to occur. Where sufficient oxygen exists, it may lead to a sustained vehicle fire.

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

A An electrical overload event in the 48V electrical system may cause a failure of the MOSFET. Failure of the MOSFET may cause an electrical cascade failure, causing the DC/DC converter to experience an electrical short where the 12V circuit shorts to ground. When the DC/DC converter experiences an electrical short to ground, the 12V electrical system will discharge, indicated by the battery warning lamp on the Instrument Panel Cluster (IPC).

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

A Customer should notice the battery warning lamp illuminated on the IPC.

Q5 Does this concern affect vehicle safety?

A Yes, we consider this an unreasonable risk to safety and have issued a voluntary safety recall for the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A There have been a very small number of reports of this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover has received a very small number of reports fires as a result of this concern.

Q8 How was the condition discovered?

A The issue was detected through internal quality assurance checks.

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

A Investigations into this issue started in December 2019.

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 Production vehicles have the latest level of software installed.

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

A An authorized Land Rover retailer will update the software in the battery control systems.

Q13 Which vehicles are affected by this recall?

A Certain Discovery Sport and Range Rover Evoque Mild Hybrid Electric Vehicle (MHEV) specification vehicles produced from November 2, 2018 to October 2, 2020.

- Discovery Sport: SALCM2GXXLH833819-SALCM2GX9LH877360
- Range Rover Evoque: SALZM2GX5LH000181-SALZM2GX6LH114934

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 to minimize inconvenience to customers and is expected to take no longer than 30 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.