

SAFETY RECALL N400 (NHTSA 20V-694) -  
STARTUP BATTERY GROUND STUD -  
INSUFFICIENT GROUND CONTACT



NAS20.12.006 | RECALL

USA

AFTERSALES BULLETIN

DECEMBER 9, 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 2019-2020 model year Land Rover Discovery 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.***

**NOTE:** [this bulletin updates NAS20.11.018 and replaces NAS20.04.006.](#)

#### **DESCRIPTION OF DEFECT**

An issue has been identified on certain Land Rover vehicles listed within the Affected Vehicle Range where, due to insufficient contact of the battery ground stud to the chassis, the vehicle may exhibit various electrical faults. The vehicle could cut out while in motion and may lose all electrical power.

#### **AFFECTED VEHICLE RANGE**

Discovery

Model Year: ..... 2019-2020

VIN: ..... SALRR2RV6K2400085-SALRG2RV9K2414715

..... SALRT2RV6L2414734-SALRR2RV1L2443301

A total of 11,084 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**

Vehicle cut out while in motion and loss of exterior lighting without warning to the driver 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 ground stud with a modified part.

There will be no charge to owners for this action.

#### **OWNER NOTIFICATION**

Owner notification is expected to occur on or before the week of January 8, 2021.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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, LLC 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 N400NAS, *SAFETY RECALL: Startup Battery Ground Stud - Insufficient Ground Contact*, for detailed repair instructions.

## PARTS

DESCRIPTION	PART NUMBER	QUANTITY
M6 Ground stud	LR149837	1

## SPECIAL 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)	PARTS	QUANTITY
N400	C	Ground stud - Renew	05.10.20	0.2	LR149837	1
N400	D	Ground stud - Renew	05.10.20	0.2	LR149837	1
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*

## CUSTOMER REIMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal 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 by using the related damage procedure.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'N400' and by clicking the Related Damage radio button on the claim submission screen. Use Option Code 'X' and enter the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs are to be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALRXXXXXXXXXXXXX**

**January 2021**

**SAFETY RECALL N400: Startup Battery Ground Stud - Insufficient Ground Contact**

**Vehicle Affected: Land Rover Discovery  
Model Year: 2019-2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-694**

**Dear Land Rover Discovery 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 2019-2020 model year Land Rover Discovery vehicles.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

An issue has been identified where, due to insufficient contact of the battery ground stud to the chassis, the vehicle may exhibit various electrical faults. The vehicle could cut out while in motion and may lose all electrical power.

Vehicle cut out while in motion and loss of exterior lighting without warning to the driver 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 ground stud with a modified part.

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

**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.

**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 **'N400'**.

**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 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.

**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](mailto: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 N400

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**Main Message:** An issue has been identified on a limited number of model year Land Rover vehicles where, due to insufficient contact of the startup battery ground stud to the chassis, the vehicle may exhibit various electrical faults including failure to start, cut out while in motion with loss of electrical power. Vehicle cut out while in motion coupled with loss of exterior lighting without warning could lead to an increased risk of an accident.

**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](mailto: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** Vehicle cut out while in motion and loss of exterior lighting without warning to the driver could lead to an increased risk of an accident especially during the hours of darkness.

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

**A** Insufficient contact of the startup battery ground stud located in the loadspace may cause various electrical faults in the vehicle. These electrical faults may lead to the vehicle non-start, cutting out while in motion and loss of all electrical power. Vehicle cut out while in motion and loss of exterior lighting without warning to the driver could lead to an increased risk of an accident.

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

**A** Customer may notice various electrical faults and warning lights in the Instrument Panel Cluster (IPC).

**Q5 Does this concern affect vehicle safety?**

**A** Yes, vehicle cut out while in motion and loss of exterior lighting without warning to the driver could lead to an increased risk of an accident.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** Yes, Jaguar Land Rover has received several complaints.

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover has received one report of an accident. There are no reports of injuries or fires as a result of this concern

**Q8 How was the condition discovered?**

**A** An investigation was opened following increasing number of reports of vehicle cut out while at highway speed.

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

**A** The vehicle cut out condition started being investigated in April 2020.

**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 These vehicles will receive a redesigned ground stud in production.

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

A An authorized Land Rover retailer will renew the ground stud with a modified part.

**Q13 Which vehicles are affected by this recall?**

A Discovery vehicles manufactured from November 09, 2018 to August 27, 2020.

Model Year: ..... 2019-2020

VIN Range: ..... SALRR2RV6K2400085-SALRG2RV9K2414715

..... SALRT2RV6L2414734-SALRR2RV1L2443301

**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 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 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 approximately 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.