

# SAFETY RECALL N598 (NHTSA 21V-435) - TAIL LAMP INOPERATIVE



NAS21.08.009 | RECALL

USA

AFTERSALES BULLETIN

AUGUST 23, 2021

*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 Land Rover 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.*

*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 Aftersales Bulletin NAS21.06.011.

## DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles with darkened rear lamp assemblies within the listed Affected Vehicle Range where, if an intense light source shines directly on the rear of an affected vehicle at a certain angle, the stop, turn signal, and/or tail lamp may experience a photovoltaic over-voltage event and cease to function. In the case of turn signals and stop lamps, the condition resets without driver intervention and operation will resume absent of the intense light source. In the case of tail lamp operation, the lamps will extinguish until the power feed is cycled, such as an ignition off/on or turning the lamps off and then on at the lighting control switch.

## AFFECTED VEHICLE RANGE

A total of 2,786 vehicles are potentially involved in the USA and Federalized Territories.

Defender

Model Year: ..... 2020-2022

VIN: ..... SALEX7EU9L2000151-SALEWERE2N2077053

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

## EFFECT ON VEHICLE OPERATION

Where the rear lamp system fails to illuminate, other road users will not be aware of the vehicle may be slowing down, stopping, or changing direction. During darkness, where the tail lamps have extinguished, following drivers may not realize the presence of a vehicle ahead.

Each of these failed state conditions will increase the risk of a crash.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the rear lamp assemblies. There will be no charge to owners for this action under this Program.

Unsold vehicles must have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

## OWNER NOTIFICATION

Interim letters were mailed July 30, 2021. Final mailing is expected on or before September 17th, 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.

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 N598NAS-SAFETY RECALL: Tail Lamp Inoperative.

## PARTS

**\*Ordering Instruction:** Order only one (1) of each part number per affected vehicle and include the 17-character VIN in the Customer Material field.

**\*\*Make sure the original tail lamp assemblies are in an unserviceable condition before discarding. This will make sure that the old tail lamp assemblies cannot re-used.**

DESCRIPTION	PART NUMBER	QUANTITY
Tail lamp - Kit	LR164872	1

## 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)	PART	QUANTITY
N598	A	N598 - Tail lamp assembly - Pair - Renew - With DTC clear	99.02.01.41	2.0	LR164872	1
N598	B	N598 - Tail lamp assembly - Pair - Renew - With DTC clear Drive in/drive out	99.02.01.41 02.02.02	2.0 0.2	LR164872	1

*\*Normal Warranty policies and procedures apply.*

# Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover Safety Recall N598

Certain 2020 to 2022 Model Year Land Rover Defender X vehicles for Smoked Tail Lamp System Loss of Illumination

A concern has been identified on 2020 to 2022 model year Defender X vehicles which are specified with smoked tail lamp assemblies. Should an intense light source shine directly on the rear of an affected vehicle at a certain angle, the stop lamp, turn signal indicator and/or rear position lamp may experience a photovoltaic over-voltage event, and cease to function until power to the lamp is cycled. In the case of turn signal indicators and stop lamps, the condition resets without driver intervention and operation will resume, absent of the intense light source. In the case of rear position lamp operation, the lamps will extinguish until power feed is cycled such as an ignition off/on or turning the lamps off and then on at the lighting control switch.

## **Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

## **Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

Where the tail lamp system fails to illuminate, other road users will not be aware of the vehicle may be slowing down, stopping, or changing direction. During darkness, where the tail lamps have extinguished, following drivers may not realize the presence of a vehicle ahead. Each of these failed state conditions will increase the risk of a crash.

## **Question 3**

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

*Answer*

When an intense source of light is in direct line with the smoked tail lamp vertical and horizontal axes, a reverse voltage condition created by photovoltaic behavior within the Light Emitting Diode (LED) components of the tail lamps occurs. During an over-voltage event, the self-protection logic of the tail lamp system will turn off the tail lamp when over-voltage is detected in order to protect the electrical circuits from damage.

## **Question 4**

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

*Answer*

For turn signal indicators, where they cease to operate, the vehicle will double flash the remaining exterior indicators as well as the Instrument Panel Cluster Control Module (IPC) tell-tale along with the audible warning operating at double speed tick-tock. Customers may also notice when putting an intense source of light close to the tail lamp system, the tail lamps will extinguish until

the light source is removed, or the power feed is cycled such as an ignition off/on or turning the tail lamps off and then on at the lighting control switch.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes, there is an increased risk of crash.

**Question 6**

Has JLR received many complaints?

*Answer*

Yes, JLR has received a number of complaints from the market for this issue.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

JLR have received no reports of accidents, injuries or fires as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

JLR was informed of a market report relating to intermittent operation of the tail lamps on Defender vehicles.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation into this issue was opened on 20 April 2021.

**Question 10**

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?!

*Answer*

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.

**Question 11**

What has JLR done in production?

*Answer*

Production vehicles are manufactured with a tail lamp system with a more robust photovoltaic over-voltage resistance.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to a Land Rover authorized repairer to have the tail lamp assemblies replaced.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2020 to 2022 model year Land Rover Defender X vehicles.

SALEX7EU9L2000151 to SALEWERE2N2077053 (selected vehicles within Vehicle Identification Number (VIN) range).

Manufactured from July 15 2020 to May 26, 2021.

**Question 14**

Are other JLR models affected by this concern?

*Answer*

No.

**Question 15**

Is the repair available to rework vehicles?

*Answer*

Yes.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 18**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 2 hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 19**

Can I safely continue to drive my vehicle until it has been repaired?

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALXXXXXXXXXXXXXX**

**August 2021**

**SAFETYRECALL N598: Tail Lamp Inoperative**

**Vehicle Affected: Land Rover Defender**

**ModelYear:2020-2022**

**National Highway Traffic Safety Administration(NHTSA)RecalNumber:21V-435**

**Dear Land Rover Defender 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 2020-2022 model year Land Rover Defender vehicles.

Your vehicle is included in this Recall action.

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

Should an intense light source shine directly on the rear of your vehicle at a certain angle, the brake lamps, turn signal indicators, and/or the tail lamps may stop working. In the case of turn signal indicators and brake lamps, the condition resets without driver intervention and operation will resume absent of the intense light source. In the case of the tail lamp operation, the lamps remain off until either the ignition is switched off and on or the lamps are switched off and then on via the lighting control switch.

Where the tail lamp system fails to illuminate, other road users will not be aware the vehicle may be slowing down, stopping, or changing direction. During darkness and where the tail lamps are not illuminated, following drivers may not realize the presence of a vehicle ahead.

Each of these conditions will increase the risk of a crash.

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of these vehicles to replace the tail lamp assemblies to the correct specification.

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 **N598**.

**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 two (2) hours, 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 regarding this Program, 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). Please include your full name, address, and VIN of your vehicle in your email.

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,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long, sweeping horizontal stroke at the end.

Thomas Giese  
Director, Technical Services  
Customer Service  
Jaguar Land Rover North America, LLC