

Part 573 Safety Recall Report

23V-031

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : JAN 26, 2023

NHTSA Recall No. : 23V-031

Manufacturer Recall No. : N742



Manufacturer Information :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

Mahwah NJ 07495

Company phone : 8188500

Number of potentially involved : 868

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 LAND ROVER RANGE ROVER

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2020-2021 Model Year Land Rover Range Rover PHEV vehicles built at the Solihull Vehicle Assembly Plant from March 2, 2020 - August 10, 2021. Approximately 399 vehicles in the United States and Federalized Territories. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range for vehicles affected was determined by specific model type and production date.

Production Dates : MAR 02, 2020 - AUG 10, 2021

VIN Range 1 : Begin : SALGS4RY7LA406213 **End :** SALGS4RY6MA457025 ☐ Not sequential

Vehicle 2 : 2020-2022 LAND ROVER RANGE ROVER SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2020-2021 Model Year Land Rover Range Rover Sport PHEV vehicles built at the Solihull Vehicle Assembly Plant from March 2, 2020 - May 11, 2021. Approximately 469 vehicles in the United States and Federalized Territories. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range for vehicles affected was determined by specific model type and production date.

Production Dates : MAR 02, 2020 - MAY 11, 2021

VIN Range 1 : Begin : SALWR4RY3NA200056 **End :** SALWR4RY4MA796227 ☐ Not sequential

Description of Defect :

Description of the Defect : A concern has been identified on 2020 – 2022 Model Year Land Rover Range Rover and Range Rover Sport PHEV vehicles where the level of sound emitted for a static vehicle when reverse gear is selected does not meet the minimum sound requirements required by FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The incorrect sound levels emitted whilst vehicles are static and reverse gear is selected may result in pedestrians, especially those with impaired vision, not being alerted to reversing vehicles. As a result pedestrians may unwillingly pass the rear of the vehicle as it is about to reverse, increasing the risk of pedestrian accident. The level of sound emitted also does not comply with FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK62-14C527-CDE

Component Name 2 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK62-14C527-DDE

Component Name 3 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK52-14C527-CBD

Component Name 4 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK52-14C527-DBD

Component Name 5 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK52-14C527-GBC

Component Name 6 : Audio Amplifier Module (AAM) Software

Component Description : Audio Amplifier Module (AAM) Software

Component Part Number : JK52-14C527-HBC

Supplier Identification :

Component Manufacturer

Name : Jaguar Land Rover Limited

Address : Abbey Road

Whitley, Coventry Foreign States CV3 4LF

Country : United Kingdom

Chronology :

During new vehicle development testing in September 2022, it was discovered that the level of sound emitted by a test vehicle did not meet the expected level. A stop-shipment was initiated to ensure that the New Range Rover (L460) and New Range Rover Sport (L461) models were capable of emitting the required sound level.

Following this, an investigation was opened at the Product Safety & Compliance Committee (PSCC). The PSCC requested the Engineering team to fully define the scope of this issue

During October and November, the Engineering team investigated all Battery Electric Vehicle (BEV) and PHEV vehicle lines and reported back to the PSCC that previous generation Range Rover (L405) and Range Rover Sport (L494) PHEV vehicles and the BEV Jaguar I-Pace vehicles were potentially affected.

The PSCC requested that the Engineering team confirmed the sound files installed on those vehicle lines potentially affected and the impact on the vehicle's performance against regulated requirements.

At the PSCC of January 17, 2023, the scope of the issue was discussed and finalised. Based on the feedback provided, the PSCC progressed the issue to the Recall Determination Committee (RDC) for review.

The RDC reviewed the issue on January 19, 2023 and concluded that it represented an unreasonable risk to safety and a voluntary safety recall be conducted to update the vehicle's sound file to ensure the correct sound is emitted.

There have been no reported accidents, injuries or fires as a result of this concern.

There have been no warranty claims, field or service reports as a result of this concern.

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to take their vehicle to an approved Jaguar Land Rover repairer. The technician will update the vehicle's Audio Amplifier software. There will be no charge to the owners for this repair. The affected vehicles will be covered under Land Rover's new vehicle warranty program. Therefore, reimbursements for pre-notice remedies are not necessary because the affected vehicles are still under warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notifications to dealers will occur on February 9, 2023. Distribution of owner notification letters will occur on or before March 24, 2023.

Planned Dealer Notification Date : FEB 09, 2023 - FEB 09, 2023

Planned Owner Notification Date : MAR 24, 2023 - MAR 24, 2023

* NR - Not Reported