



SAFETY RECALL N124 (NHTSA # 17V679):
VIRTUAL INSTRUMENT CLUSTER GOING BLANK

SERVICE BULLETIN

29-NOV-17

NO.: SRE17-12
(ISSUE 2)

SEC.: RECALL

MKT.: USA

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 2017 model year 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 Safety 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 \$21,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all 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.

*THIS BULLETIN UPDATES SRE17-11
ISSUE '2' CHANGES ARE HIGHLIGHTED IN BLUE*

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2017

VIN: SALWR2FEXHA124046- SALWR2FV3HA166283

..... SALWR2FV2HA667472-SALWR2FK2HA691101

Range Rover (L405)

Model Year: 2017

VIN: SALGS2FE7HA320325-SALGW2FE4HA366599

A total of 21,998 vehicles are potentially involved in the United States and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold (as of 06 November 2017) vehicles.

EFFECT ON VEHICLE OPERATION

Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased 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 download the latest software to the vehicle.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 19 December 2017.

ACTION TO BE TAKEN

Check DDW to ensure 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 recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

Refer to Technical Bulletin N124NAS, *SAFETY RECALL: Virtual Instrument Cluster Going Blank*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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. Refer to 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 / SUNDRY CODE	QTY. / VALUE
N124	D	Instrument Cluster Update	86.91.25	0.2	-	-
N124	E	Instrument Cluster Update Drive in/drive out	86.91.25 10.10.10	0.2 0.20	- -	- -

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAXXXXXXXXXXXXXXXXXX

December 2017

Safety Recall N124 Virtual Display Instrument Cluster Going Blank

Model Year / Model Affected: 2017 Range Rover Sport, Range Rover

National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V679

Dear Land Rover Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect relating to motor vehicle safety exists in certain 2017 model year Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Virtual Display Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased risk of crash.

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 Instrument Cluster software.

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

What should you do?

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 **'N124'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

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 Centre 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 us by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. 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,



Peter Pochapsky
Customer Relationship Centre Manager

TECHNICAL Q & A: SAFETY RECALL N124

Main Message: an issue has been identified where the Thin Film Transistor (TFT) Virtual Display Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving. Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased risk of crash.

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

A Important information such as vehicle speed is not displayed while the Thin Film Transistor (TFT) Virtual Display Instrument Cluster is in the failed state which could increase the risk of drivers speeding unknowingly.

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

A The supplier of the Instrument Cluster has revealed that one of the microchips included in the cluster which regulates voltage supply was supplied to them with the wrong specifications stated from the microchip supplier. This incorrect specification chip fails to operate in all of the installed conditions experienced in the Instrument Cluster. The voltage supply monitoring software incorrectly senses a fault condition where no genuine fault is present.

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

A There is no prior warning of this condition.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover are conducting this as a Safety Recall due to the effects this condition can have on the operation of affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of complaints relating to this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A The condition was highlighted through retailer/authorized repairer field reports.

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

A This issue was the subject of investigation during October 2017.

- 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** Instrument Clusters are now installed with the correct specification microchip.
- Q12** What will authorized Land Rover retailers do to the vehicles?
- A** Authorized Land Rover retailers will reconfigure the Instrument Cluster with updated software.
- Q13** Which vehicles are affected by this recall?
- A** 2017MY Range Rover Sport and Range Rover vehicles fitted with Thin Film Transistor (TFT) Virtual Display Instrument Clusters are affected by this recall.
- Q14** Are other Jaguar Land Rover models affected by these actions?
- A** Yes. Certain Jaguar F-PACE, XE, XF, and XJ vehicles are also affected.
- Q15** Are parts/software available to rework vehicles?
- A** Yes, the necessary software is available for authorized Jaguar 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 in order 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 if they have any concerns regarding their vehicles.