

N124 and H056 Safety Recall – full TFT Screen Intermittently Blank



Problem Definition

- Instrument cluster goes blank intermittently for a minimum of 7sec, specific to Visteon Full TFT instrument cluster
 - Range Rover/Range Rover Sport 17MY
 - XF and F-PACE 17-18 MY; XE 18MY; XJ 16 – 17MY

Effect on Vehicle Operation

- Cluster resets, going blank for at least 7s during which no legislated functions (speedo, warnings etc) are visible
- Duration can be multiples of 7s if reset conditions are re-triggered on recovery.

Fix Implementation

- Issue cut off in production on all cars 18th August 2017 with permanent corrective action made to cluster hardware.

Affected Population & Service Action Support

- 29,034 in USA and 4052 in Canada
- Existing software download now available for some vehicle types with a 2hr download, Software-patching solutions in development for all affected models which reduces download time to c.10 mins. Pathfinder solution available late Nov SDD 7th Dec.
- Owner Mailing by December 19th

N124 and H056 Safety Recall – Campaign Launch Timing



Vehicle Line	Tool Type	2hr Repair	Special App Repair (approx. 10 mins)	Campaign Launch
RR/RRS 17MY	Pathfinder	Available Now	Due late Nov	8th Nov
XF/XE & F-PACE 18MY	Pathfinder	Available Now	Due late Nov	8th Nov
XJ 16-17MY	SDD	N / A	Not released yet - Manual Patch est. Mid Nov	Mid Nov
XF & F-PACE 17MY	SDD	Not planned	Not released yet - Due 7 th Dec - Investigating pull forward and manual patch opportunity	7 th Dec