

SAFETY RECALL N227 (NHTSA 18V-625):  
AUTONOMOUS EMERGENCY BRAKING (AEB)  
NOT AVAILABLE



NAS18.10.001 | WORKSHOP

| USA

AFTERSALES BULLETIN  
OCTOBER 1, 2018

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2018 model year Land Rover Discovery, Range Rover Sport, and Range 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 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.***

#### **DESCRIPTION OF ISSUE**

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the Autonomous Emergency Braking (AEB) feature will not be available. A warning message will not be displayed on the Instrument Cluster (IC) to inform the driver AEB is unavailable.

#### **AFFECTED VEHICLE RANGE**

Discovery (L462)

Model Year: ..... 2018

VIN: ..... SALRT2RK9JA047661-SALRG2RVOJA060863

Range Rover Sport (L494)

Model Year: ..... 2018

VIN: ..... SALWR2RE1JA181785-SALWZ2SE1JA199732

..... SALWV2SV9JA400143-SALWV2SV1JA401450

..... SALWR2RK5JA695628-SALWV2SV1JA699403

..... SALWR2RE4JA802369-SALWV2RE2JA802799

Range Rover (L405)

Model Year: ..... 2018

VIN: ..... SALGS2RE2JA380417-SALGS2RE0JA399323

..... SALGS2SV9JA501048 SALGS2RE9JA502402

A total of 86 vehicles are potentially affected in the USA and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of October 1, 2018).

#### **EFFECT ON VEHICLE OPERATION**

In the event of a situation where AEB would normally activate to avoid or reduce the severity of an accident, the system will not activate as designed, increasing the 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 update the Image Processing Module A (IPMA) software to the latest level.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

There will be no charge to owners for this action under this program.

## OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of November 11, 2018.

## 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 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 N227NAS, *SAFETY RECALL: Autonomous Emergency Braking (AEB) Not Available*, for detailed repair instructions.

## PARTS

No parts required.

## TOOLS

Refer to the Technical Bulletin referenced above for any required special 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 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
N227	B	Image Processing Module A - Update ECU	86.54.89.40	1.0	-	-
N227	C	Image Processing Module A - Update ECU	86.54.89.40	1.0	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALXXXXXXXXXXXXXX**

**November 2018**

**SAFETY RECALL N227: Autonomous Emergency Braking (AEB) Not Available**

**Vehicles Affected: Land Rover Discovery, Range Rover Sport, Range Rover  
Model Year: 2018**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 18v-625**

**Dear Land Rover 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 relating to motor vehicle safety exists in certain 2018 model year Land Rover Discovery, Range Rover Sport, and Range Rover vehicles.

Your vehicle is included in this Recall action.

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

The Autonomous Emergency Braking (AEB) feature will not be available. A warning message will not be displayed on the Instrument Cluster (IC) to inform the driver AEB is unavailable.

In the event of a situation where AEB would normally activate to avoid or reduce the severity of an accident, the system will not activate as designed, increasing the 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 update the Image Processing Module A (IPMA) software to the latest level.

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 'N227'.

**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 one (1) hour, 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 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 blue ink that reads "Eric K. Johnston". The signature is fluid and cursive, with a horizontal line extending from the end of the name.

Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL N227

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**Main Message:** an issue has been identified with certain vehicles where the Autonomous Emergency Braking (AEB) feature will not be available. A warning message will not be displayed on the instrument cluster to inform the driver AEB is unavailable.

**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)  
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Office: +1-201-818-8316  
Cell: +1-551-427-3199

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

**A** Vehicles in this condition may pose an elevated risk to the safety of the vehicle occupants or other road users.

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

**A** Engineering research showed after an in-service upgrade to certain software, the AEB was switched off and would not therefore continue to operate correctly on certain 2018MY vehicles. Engineering identified that a Field Service Action (FSA) released to the market altered default setting for AEB and prevented it from being turned on.

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

**A** There are no warnings that AEB is switched off however, the Driver may attempt to enable the AEB feature manually in the instrument cluster menu function and notice the AEB feature will immediately deselect, denoting the feature has been automatically disabled.

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

**A** Jaguar Land Rover is conducting this as this as a safety recall due to the elevated safety risk.

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

**A** Yes. There have been a number of reports of 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** This issue was reported to Jaguar Land Rover via retailer reports.

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

**A** Investigation into this issue started in late May 2018.

**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** This condition arose solely through an in-service software upgrade; no changes in vehicle production were required.

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

**A** Authorized Land Rover retailers will update the Image Processing Module A (IPMA) software to the latest level.

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

**A** The following Land Rover vehicles manufactured from November 13, 2017 to April 17, 2018, are affected:

- Discovery (L462) ..... SALRT2RK9JA047661-SALRG2RV0JA060863
- Range Rover Sport (L494): ... SALWR2RE1JA181785-SALWZ2SE1JA199732  
..... SALWV2SV9JA400143-SALWV2SV1JA401450

- ..... SALWR2RK5JA695628-SALWV2SV1JA699403
- ..... SALWR2RE4JA802369-SALWV2RE2JA802799
- Range Rover (L405): ..... SALGS2RE2JA380417-SALGS2RE0JA399323
- ..... SALGS2SV9JA501048 SALGS2RE9JA502402

**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 and/or software available to rework vehicles?**

**A** Yes, the necessary software is 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 in order to minimize inconvenience to customers and is expected to take no longer than one (1) hour. 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.