

# Part 573 Safety Recall Report

# 24V-380

**Manufacturer Name :** Jaguar Land Rover North America, LLC**Submission Date :** MAY 31, 2024**NHTSA Recall No. :** 24V-380**Manufacturer Recall No. :** N903**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 19

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

**Vehicle Information :**

Vehicle 1 : 2024-2024 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 2024MY Land Rover Range Rover vehicles built at the Solihull Vehicle Assembly Plant from September 11, 2023, - November 9, 2023. 9 Land Rover Range Rover vehicles in the United States and Federalized Territories. The basis for the recall population was Land Rover Range Rover and Range Rover Sport vehicles determined by transmission build dates, their serial numbers and, from vehicle production records, the VIN's of the vehicles these transmission serial numbers were installed into.

Production Dates : SEP 11, 2023 - NOV 09, 2023

VIN Range 1 : Begin : SALK19F40RA090853 End : SALK19F41RA203578  Not sequential

Vehicle 2 : 2024-2024 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 2024MY Land Rover Range Rover vehicles built at the Solihull Vehicle Assembly Plant from September 11, 2023, - November 9, 2023. 10 Land Rover Range Rover Sport vehicles in the United States and Federalized Territories. The basis for the recall population was Land Rover Range Rover and Range Rover Sport vehicles determined by transmission build dates, their serial numbers and, from vehicle production records, the VIN's of the vehicles these transmission serial numbers were installed into.

Production Dates : SEP 04, 2023 - OCT 27, 2023

VIN Range 1 : Begin : SAL119F47RA157279 End : SAL119F47RA168959  Not sequential

## Description of Defect :

Description of the Defect : A concern has been identified where the clutch plates within the hybrid transmission may have been manufactured with a flatness out of tolerance to the engineering specification. This can lead to excessive heat build-up and material degradation within the clutch pack and transmission oil contamination which blocks the hydraulic system leading to inability to operate the clutch pack in the transmission.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Reduced oil pressure can trigger the transmission to shift into Neutral gear and cause loss of drive. Unexpected loss of drive at speed increases the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Involved Components :

Component Name 1 : Transmission

Component Description : Transmission

Component Part Number : Transmission – R8E2-7000-AE

## Supplier Identification :

### Component Manufacturer

Name : ZA Friedrichshafen AG

Address : Blythe Valley Park  
Shirley Foreign States B90 8BG

Country : United Kingdom

## Chronology :

On November 21, 2023, a field report was received of a shift to neutral condition during driving. The Global Critical Concerns Team started to monitor the issue and, following a number of additional reports received up to April, 2024, the issue was raised to the Product Safety and Compliance Committee (PSCC).

On April 16, 2024, a PSCC investigation was opened and regularly reviewed throughout the remainder of April and into May where the engineering team investigated the nature of, and the response of the transmission to the issue, and assessed the scope of the issue.

On May 21, 2024, the PSCC reviewed historical loss of drive issues where it was determined that the rate of issue was an unreasonable safety risk. Comparison of the rate of issue to prior investigations was completed. The PSCC decided that the matter should be escalated to JLR's Recall Determination Committee (RDC).

On May 23, 2024, the RDC determined that, as the reported rate of failure is greater than prior matters which were assessed as being an unreasonable safety risk for the same customer symptom of loss of drive, this issue constitutes an unreasonable risk to safety. The RDC requested that a safety recall be launched to inspect and remedy the affected vehicles.

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

JLR has received 13 claims and field reports in the USA between December 28, 2023, and February 16, 2024

## Description of Remedy :

Description of Remedy Program : JLR approved repairers will run a diagnostic test to determine whether the clutch packs within the transmission are operating as expected. Any transmissions which fail the test will be replaced. There will be no charge to the owners for this repair.  
The affected vehicles will be covered under JLR's new vehicle warranty program. Therefore, reimbursement for pre-notice remedies is 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 06/13/2024. Distribution of owner notification letters will occur on or before 07/26/2024.

Planned Dealer Notification Date : JUN 13, 2024 - JUN 13, 2024

Planned Owner Notification Date : JUL 26, 2024 - JUL 26, 2024

\* NR - Not Reported