


Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall N759	
Certain 2014 to 2016 Model Year Range Rover Vehicles Front Suspension Knuckles	

A concern has been identified on Certain 2014 - 2016 Model Year Range Rover vehicles where the front suspension upper knuckle joint could develop a crack. In extreme avoidance maneuver this may lead to detachment of the upper suspension arm.

Question 1

Why is JLR recalling certain Range Rover models?

Answer

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2014, 2015 and 2016 Model Year Range Rover vehicles due to a concern with the front suspension knuckles. Customers will be asked to take their vehicles to an approved Jaguar Land Rover repairer to have the front suspension knuckles inspected and the remedy applied as required.

Question 2

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

Answer

A crack in the front suspension knuckle may propagate in the presence of extended exposure to road salt, this may lead to a detachment of the upper suspension arm, which under an extreme avoidance maneuver use conditions may compromise the vehicle's controllability and increase the risk of a crash.

There are two production periods concerned. Period 1 where all of the installed front suspension knuckles may be at risk manufactured from 1 October 2014 to 31 March 2015. Period 2 includes vehicles which may have had front suspension knuckles as a mixed condition of parts exists manufactured from 1 November 2015 to 16 March 2016.

Question 3

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

Answer

Where a crack starts, knocking noises from the front of the vehicle may be heard. Where the detachment of the suspension arm occurs, it may collide with air suspension spring and other inner wing parts. Steering feel will be impacted as the camber and toe angles of the affected wheel are changed.

Question 4

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover has determined that in extreme use cases, where a vehicle's controllability is compromised, there is an unreasonable risk to safety.

Question 5

Has JLR received many complaints?

Answer

Jaguar Land Rover has received approximately 28 field reports relating to detachment at the time of determination.

Question 6

Have there been any accidents or injuries or fires?

Answer

At the time of determination, there have been no reports of accidents, injuries or fires relating to this concern of which Jaguar Land Rover is aware.

Question 7

How was the concern discovered?

Answer

The defect was discovered through a combination of Government Agency defect investigations, warranty claims and field reports.

Question 8

How long has JLR known about this problem?

Answer

In Late 2019/Early 2020 The UK Driver and Vehicle Standards Agency (DVSA) made contact with Jaguar Land Rover (JLR) regarding a report of a front suspension knuckle failure on a Range Rover vehicle during low-speed maneuvering.

Question 9

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?

Answer

JJaguar Land Rover has no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 10

What has JLR done in production?

Answer

This is a Jaguar Land Rover supplier issue which has been addressed in the supplier manufacturing process.

Question 11

What will retailer/authorized repairers do to the vehicles?

Answer

For vehicles in Period 1 (14-15 MY vehicles) the technician will replace both front suspension knuckles.

For vehicles in Period 2 (16MY vehicles) an inspection of both front suspension knuckles' production batch codes will be completed. Where any component batch code is within the suspect batch range, the technician will replace the front suspension knuckle. Where the component batch code is not within the suspect batch code range, the technician will inspect both front suspension knuckles for the presence of any cracks. Where cracks are found, the front suspension knuckle will be replaced.

Question 12

Which vehicles are affected by this recall?

Answer

Certain 2014-2016 Model Year Range Rover vehicles. Period 1 Range Rover SALGA2EE2EA194746 to SALGA2KE1FA229699 (Specific vehicles within Vehicle Identification Number (VIN) ranges) Period 2 Range Rover SALGA2EE3GA264015 to SALGA2KE3GA286861 (Specific vehicles within VIN ranges)

Question 13

Are other JLR models affected by this concern?

Answer

No other models are known to be affected by this condition.

Question 14

Is the repair available to rework vehicles?

Answer

Parts are available for Jaguar Land Rover authorized repairers to conduct this repair.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my Range Rover vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Land Rover authorized Repairer for the work to be completed.

Question 17

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than two hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 18

Can I safely continue to drive my Range Rover vehicle until it has been repaired?

Answer

Customers are advised to contact a Jaguar Land Rover authorized Repairer should they have any concerns regarding their vehicle.

Should unusual noises be heard such as knocking from the front of the vehicle, customers are advised to contact a Jaguar Land Rover authorized Repairer to have this investigated.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on 02475-361000 or jlrmedia@jaguarlandrover.com.