



SAFETY RECALL H056 (NHTSA # 17V678 / 18V052): VIRTUAL INSTRUMENT CLUSTER GOING BLANK

SERVICE BULLETIN

08-FEB-18

NO.: 7-139USA
(ISSUE 3)

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 2016-2018 model year Jaguar 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 7-138USA
ISSUE '3' 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) Virtual Display Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

AFFECTED VEHICLE RANGE

The following vehicles are included in the National Highway Traffic Safety Administration (NHTSA) recall number 17V678.

F-PACE (X761)

- Model Year: 2017-2018
- VIN: SADCK2BV3HA081291-SADCM2BV7HA099996
- SADCL2FXXJA099558-SADCM2FV3JA099607
- SADCL2EV2JA240011-SADCL2EV6JA266899

XE (X760)

- Model Year: 2018
- VIN: SAJAN4EV0JCP16870-SAJAL4EV8JCP28108

XF (X260)

- Model Year: 2017
- VIN: SAJBM4BV8HCY40374-SAJBM4BV6HCY52149
- Model Year: 2018
- VIN: SAJBM4FV4JCY53235-SAJBM2FV4JCY62702

XJ (X351)

Model Year: 2016

VIN: SAJWA2G7XG8W03265-SAJWA1CE4GMW03736

Model Year: 2017

VIN: SAJWJ1CD4H8W03740-SAJWA2GE7HMW12691

The following vehicles are included in National Highway Traffic Safety Administration (NHTSA) recall number 18V052.

F-PACE (X761)

Model Year: 2017-2018

VIN: SADCA2AN4JA488000-SADCA2BN1HA489999

..... SADCK2BV1HA890000-SADCA2AN3JA899999

A total of 10,038 vehicles are potentially involved in the United States and Federalized Territories. Visit the Jaguar Business Network (JBN) website for a list of affected unsold (as of 01 February 2018) 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 under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 19 December 2017 for vehicles affected by National Highway Traffic Safety Administration (NHTSA) recall number 17V678.

Owner notification is expected to occur on or before 26 February 2018 for vehicles affected by National Highway Traffic Safety Administration (NHTSA) recall number 18V052.

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. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

Refer to Technical Bulletin H056NAS, *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 |
|--------------|-------------|--|----------|--------------|---------------------|--------------|
| H056 | D | Virtual Display Instrument Cluster - Update - F-PACE, XE, XF | 88.91.17 | 0.2 | - | - |
| H056 | E | Virtual Display Instrument Cluster - Update - F-PACE, XE, XF | 88.91.17 | 0.2 | - | - |
| | | Drive in/drive out | 10.10.10 | 0.2 | - | - |
| H056 | F | Virtual Display Instrument Cluster - Update - XJ | 88.91.18 | 2.0 | - | - |
| H056 | G | Virtual Display Instrument Cluster - Update - XJ | 88.91.18 | 2.0 | - | - |
| | | Drive in/drive out | 10.10.10 | 0.2 | - | - |

Normal Warranty policies and procedures apply.



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IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAXXXXXXXXXXXXXXXXXX

December 2017

Safety Recall H056: Virtual Instrument Cluster Going Blank

Model Year / Model Affected: 2017-18 F-PACE; 2018 XE; 2017-18 XF; 2016-17 XJ

National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V678

Dear Jaguar Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2017-18MY F-PACE, 2018MY XE, 2017-18MY XF, and 2016-17MY XJ vehicles.

Your vehicle is included in this Recall action.

What is the concern?

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 a crash.

What will Jaguar and your authorized Jaguar retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will update the Instrument Cluster (IC) software.

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

What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'H056'.

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 up to two (2) hours (depending on model), 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.

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

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar 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 Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: jagweb1@jaguarlandrover.com.

If you have the need to contact Jaguar by mail, please use the following address:

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

If after having attempted to take advantage of this recall you believe you have not been able to have your Instrument Cluster software 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>.

Jaguar 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. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky
Customer Relationship Centre Manager

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAXXXXXXXXXXXXXXXXXX

February 2018

Safety Recall H056: Virtual Instrument Cluster Going Blank

Model Year / Model Affected: 2017-18 F-PACE

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V052

Dear Jaguar F-PACE Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2017-18MY F-PACE vehicles.

Your vehicle is included in this Recall action.

What is the concern?

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 a crash.

What will Jaguar and your authorized Jaguar retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will update the Instrument Cluster (IC) software.

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

What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H056'**.

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 15 minutes, 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.

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

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar 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 Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: jagweb1@jaguarlandrover.com.

If you have the need to contact Jaguar by mail, please use the following address:

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ATTN: Customer Relationship Centre
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If after having attempted to take advantage of this recall you believe you have not been able to have your Instrument Cluster software 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>.

Jaguar 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. Jaguar, in cooperation with your authorized Jaguar 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 H056

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.

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

Office: +1-201-760-8561

Cell: +1-201-739-2964

Nathan Hoyt

Product Communications Manager

Jaguar Land Rover North America, LLC

nhoyt@jaguarlandrover.com

Office: +1-201-818-8316

Cell: +1-551-427-3199

Q2 Why is Jaguar Land Rover recalling certain Jaguar 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 an authorized Jaguar retailers do to the vehicles?

A Authorized Jaguar retailers will reconfigure the Instrument Cluster with updated software.

Q13 Which vehicles are affected by this recall?

A 2017-18MY F-PACE, 2018MY XE, 2017-18MY XF, and 2016-17MY XJ vehicles fitted with Virtual Display Instrument Clusters are affected by this recall.

Q14 Are other Jaguar Land Rover models affected by these actions?

A Yes. Certain Range Rover and Rover Sport vehicles are also affected.

Q15 Are parts/software available to rework vehicles?

A Yes, the necessary 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 Jaguar vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Jaguar 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 two (2) hours (depending on model). Due to retailer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my Jaguar vehicle safely until it has been recalled?

A Customers are advised to contact an authorized Jaguar retailer should they have any concerns regarding their vehicles.