



# SAFETY RECALL H074 (NHTSA 18V140): BRAKE HOSE BRACKET

## SERVICE BULLETIN

21-MAR-18

NO.: 7-147USA

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 voluntary Safety Recall on certain 2018 model year Jaguar E-PACE 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 Jaguar 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 7-146USA

### DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range with the assembly of the front left and right brake flexi hose brackets. The brake hose brackets were subject to unauthorized plant manufacturing operations. This unauthorized operation has taken the bracket position away from design specification.

### AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: ..... 2018

VIN: ..... SADFL2FX9J1Z01546-SADFM2GX9J1Z06323

A total of 41 vehicles are potentially involved in the USA and Federalized Territories. Visit the Jaguar Business Network (JBN) website for a list of affected unsold (as of 15 March 2018) vehicles.

### EFFECT ON VEHICLE OPERATION

Vehicles in this condition may not meet design specification clearance requirements between the front wheel and hose and in certain scenarios may lead to the brake flexi hose coming into contact with the front tires, leading to chafing and ultimately a loss of brake fluid.

Brake fluid loss will illuminate a red warning triangle on the instrument cluster instructing the driver to seek qualified assistance. If sufficient brake fluid leaks out, this will ultimately result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit and vehicle stopping distances will increase.

Loss of one braking circuit could compromise vehicle stability and significantly increase the risk of an accident.

### SERVICE PROGRAM / REWORK ACTION

Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will inspect the brake flexi hose bracket. If the clearance is not to the required specification, the technician will replace either one or both of the front brake flexi hose brackets. There will be no charge to owners for this action.

## OWNER NOTIFICATION

Owner notification is expected to occur on or before 23 April 2018.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system 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. 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 H074NAS, *SAFETY RECALL: Brake Hose Bracket*, for detailed repair instructions.

## PARTS

**NOTE: order only the expected percentage demand of parts identified.**

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Bracket - Brake hose support - Right	J9C9321	1	60
Bracket - Brake hose support - Left	J9C9322	1	60

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system 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 the Jaguar Land Rover claims submission system 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*
<b>H074</b>	<b>A</b>	Inspect the bracket, measure the clearance, release vehicle if clearance is less than the maximum allowance	05.10.20	0.2	-	-
<b>H074</b>	<b>B</b>	Inspect the bracket, measure the clearance, release vehicle if clearance is less than the maximum allowance Drive in/drive out	05.10.20 10.10.10	0.2 0.2	- -	- -
<b>H074</b>	<b>C</b>	Inspect the bracket, measure the clearance, replace the brake hose bracket - Single - Right bracket	70.91.60	0.3	J9C9321	1
<b>H074</b>	<b>D</b>	Inspect the bracket, measure the clearance, replace the brake hose bracket - Single - Right bracket Drive in/drive out	70.91.60 10.10.10	0.3 0.2	J9C9321 -	1 -
<b>H074</b>	<b>E</b>	Inspect the bracket, measure the clearance, replace the brake hose bracket - Single - Left bracket	70.91.60	0.3	J9C9322	1
<b>H074</b>	<b>F</b>	Inspect the bracket, measure the clearance, replace the brake hose bracket - Single - Left bracket Drive in/drive out	70.91.60 10.10.10	0.3 0.2	J9C9322 -	1 -
<b>H074</b>	<b>G</b>	Inspect the bracket, measure the clearance, replace the brake hose brackets - Pair	70.91.61	0.4	J9C9321 J9C9322	1 1
<b>H074</b>	<b>H</b>	Inspect the bracket, measure the clearance, replace the brake hose brackets - Pair Drive in/drive out	70.91.61 10.10.10	0.4 0.2	J9C9321 J9C9322 -	1 1 -

*Normal Warranty policies and procedures apply.*

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SAJXXXXXXXXXXXXXX**

**April 2018**

**SAFETY RECALL H074: Brake Hose Bracket**

**Vehicle Affected: Jaguar E-PACE**

**Model Year: 2018**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V140**

**Dear Jaguar Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2018 model year Jaguar E-PACE vehicles.

Your vehicle is included in this Recall action.

**What is the concern?**

The front brake hose brackets were subject to unauthorized plant manufacturing operations. This unauthorized operation has taken the bracket position away from design specification.

Vehicles in this condition may not meet design specification clearance requirements between the front wheel and hose and in certain scenarios may lead to the brake flexi hose coming into contact with the front tires, leading to chafing and ultimately a loss of brake fluid.

Brake fluid loss will illuminate a red warning triangle on the instrument cluster instructing the driver to seek qualified assistance. If sufficient brake fluid leaks out, this will ultimately result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit and vehicle stopping distances will increase.

Loss of one braking circuit could compromise vehicle stability and significantly increase the risk of an accident.

**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 inspect and, if necessary, replace the front left and right brake hose brackets.

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 **'H074'**.

**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.

**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](mailto: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 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>.

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 H074

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**Main Message:** The front brake hose brackets were subject to unauthorized plant manufacturing operations. This unauthorized operation has taken the bracket position away from design specification.

Vehicles in this condition may not meet design specification clearance requirements between the front wheel and hose and in certain scenarios may lead to the brake flexi hose coming into contact with the front tires, leading to chafing and ultimately a loss of brake fluid.

**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

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

**A** These vehicles are being recalled because this defect can lead to extended stopping distances.

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

**A** Brake fluid loss will illuminate a red warning triangle on the Instrument Cluster (IC) instructing the driver to seek qualified assistance. If sufficient brake fluid leaks out, this will ultimately result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit and vehicle stopping distances will increase.

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

**A** Brake fluid loss will illuminate a red warning triangle on the IC. Further, drivers may notice extended brake pedal travel.

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

**A** Jaguar Land Rover is conducting this as this as a safety Recall.

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

**A** Jaguar Land Rover has received a number of retailer/authorized repairer reports related 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 market reports.

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

**A** This issue started to be investigated in December 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** The bracket position is now assured during vehicle assembly.

**Q12 What will an authorized Jaguar retailers do to the vehicles?**

**A** Authorized Jaguar retailers will inspect and, if necessary, replace the front left and right brake hose brackets..

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

**A** Jaguar E-PACE vehicles manufactured between 5 January 2018 and 9 January 2018.

**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 available to rework vehicles?**

A Yes, the necessary parts are 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 one (1) hour. 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.