



SAFETY RELATED RECALL

Global Recall Action
Number: H056v6

Subject: Virtual Display Instrument Cluster (IC) Going Blank	Publication No.: H056v6
	Model: XE (X760)
	Model Year: 2018
	Model: XF (X260)
	Model Year: 2017 - 2018
	Model: F-PACE (X761)
	Model Year: 2017 - 2018
	Model: XJ Range (X351)
	Model Year: 2016 - 2017
Date of Issue: 22 May 2023	

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Jaguar Land Rover Limited (JLR) has received Electronic Product Quality Reports (EPQRs) from retailers/authorized repairers stating that on certain 2016 - 2018 Model Year (MY) Jaguar XF, XE, XJ and F-PACE vehicles the virtual display Instrument Cluster (IC) has been going blank intermittently. The virtual display IC will not display anything in this condition but will reset while driving. As such, these vehicles fail to comply with your National Regulations or United Nations Economic Commission for Europe (ECE) Regulation number 121-01 for a short period of time.

Without displaying important information such as the vehicle's speed, there would be an increased risk of a collision.

This concern has been identified on a number of 2016 - 2018 MY XJ, XF, XE and F-PACE vehicles, manufactured on or after 1 September 2016 and installed with virtual display IC.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 17V-678

Transport Canada (TC) reference number: 2017-524

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2016 - 2018 Model Year (MY) Jaguar XF, XE, XJ and F-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H056V6

SROs

Description	SRO	Time
Instrument Cluster (IC) - Software update - XE, XF and F-PACE vehicles	88.91.17	0.2
IC - Software update - XJ vehicles only	88.91.18	2.0
Drive in/drive out	10.10.10	0.2

NOTE:

Repair procedures are under constant review, times are subject to change, those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting the program code H056 together with the relevant option code from the table shown below. This will result in payment of the stated time. As option codes are used there is no requirement for you to enter SROs or parts, these are repeated here for information only.

NOTE:

XE, XF and F-PACE vehicles

Program Code	Option	Description	Model	SRO	Time
H056	D	IC - Software update	XE, XF, F-PACE	88.91.17	0.2
H056	E	IC - Software update Drive in/drive out	XE, XF, F-PACE	88.91.17 10.10.10	0.2 0.2

NOTE:

XJ vehicles only

Program Code	Option	Description	Model	SRO	Time
H056	F	IC - Software update	XJ	88.91.18	2.0
H056	G	IC - Software update Drive in/drive out	XJ	88.91.18 10.10.10	2.0 0.2

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this bulletin.

Table of Contents

[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION A](#)

[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION B](#)

[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION C - USING TOPIx CLOUD DIAGNOSTICS](#)

DIAGNOSTIC INSTRUCTION A

XF and F-Pace 16-17 MY

1.

CAUTION:

This procedure requires a minimum of SDD 152.02 and Software Management Pack 287 loaded or later.

NOTE:

The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

Click here to run: [Special Application - Instrument Cluster Blank Screen Update](#)

4. If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type.
- Select the following symptom:
 - Electrical - Instruments - Information and message center - Information graphic display - Graphic display blank.
- Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
- Run 'Special Application - Instrument Cluster Blank Screen Update.

5. If required, reset the vehicle to 'Transportation mode'.

6. When all of the tasks are complete, exit the session.

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION B

XJ vehicles only

1.

CAUTION:

This procedure requires a minimum of SDD 152.02 and Software Management Pack 287 loaded or later.

NOTE:

The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

Click here to run: Configure existing module - Instrument panel cluster control module

4. If the hyperlink is not available, the application can be found as follows:
 - Select the 'Diagnosis' Session Type.
 - Select the following symptom:
 - Electrical - Instruments - Information and message center -Message display area.
 - Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
 - Select the 'Extras' tab.
 - Run: Configure existing module - Instrument cluster control module.
5. If required, reset the vehicle to 'Transportation mode'.
6. When all of the tasks are complete, exit the session.
7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION C - USING TOPIX CLOUD DIAGNOSTICS

XE, XF and F-PACE 18 MY

NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email jlrcamp@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the [Jaguar Land Rover \(JLR\)](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Complete the application -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H056

Date: month/year

SAFETY RELATED RECALL - 2016 - 2018 Model Year XE, XF, XJ and F-PACE Vehicles - Virtual Display Instrument Cluster (IC) Going Blank

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Jaguar vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

Jaguar Land Rover has received quality reports from retailers/authorized repairers stating that on certain 2016 - 2018 Model Year XE, XF, XJ and F-PACE vehicles the virtual display Instrument Cluster has been going blank intermittently. The Instrument Cluster will not display anything in this condition but will reset while driving. As such, these vehicles fail to comply with your National Regulations or United Nations Economic Commission for Europe (ECE) Regulation number 121-01 for a short period of time.

Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased risk of a collision.

This concern has been identified on a number of 2016 - 2018 Model Year XE, XF, XJ and F-PACE vehicles, manufactured on or after 1 September 2016 and installed with the virtual display Instrument Cluster.

What will your Jaguar retailer/authorized repairer do?

At your visit, your preferred Jaguar retailer/authorized repairer will reconfigure the virtual display Instrument Cluster module with the latest level of software.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk, www.jaguar.com, or for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	 JAGUAR
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H056	
Certain 2016-2018 MY Jaguar XE, XF, XJ and F-PACE vehicles Virtual Display Instrument Cluster (IC) Goes Blank	

Main Message: The virtual display IC may temporarily go blank intermittently. The IC will not display anything in this condition but will reset when driving. As such, vehicles affected do not comply with statutory regulations governing the display of tell tales and indicators such as UN-ECE Regulation 121 of Federal Motor Vehicle Safety Standard 101.

Question 1

Who do I contact if a member of the press contacts me about this recall?

Answer

Please make sure that any Press enquiries are referred to the JLR Public Affairs office.

Question 2

Why is JLR Limited recalling these JLR vehicles?

Answer

Important information such as vehicle speed is not displayed when the virtual display IC is in the failed state. This could increase the risk of drivers speeding unknowingly.

Question 3

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

Answer

The supplier of the IC 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 microchip 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.

Question 4

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

Answer

There is no prior warning of this condition.

Question 5

Does this concern affect vehicle safety?

Answer

JLR are conducting this as a Safety Recall due to the effects this condition can have on the operation of affected vehicles.

Question 6

Has JLR Limited received many complaints?

Answer

JLR has received a number of complaints relating to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

JLR is not aware of any reports of accidents, injuries or fires.

Question 8

How was the condition discovered?

Answer

The condition was highlighted through retailer/authorized repairer field reports.

Question 9

How long has JLR known about this problem?

Answer

This issue was the subject of investigation during October 2017.

Question 10

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

JLR has no concerns with the overall reliability of vehicles. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

ICs are now installed with the correct specification microchip.

Question 12

What will Retailers/Authorized Repairers do to the vehicles?

Answer

Retailers/authorized repairers will reconfigure the IC with updated software.

Question 13

Which vehicles are affected by this recall?

Answer

2016-2018 MY Jaguar XE, XF, XJ and F-PACE vehicles specified with virtual display IC manufactured from 1 September 2016 to 17 August 2017 inclusive.

Question 14

Are other JLR models affected by these actions?

Answer

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

Question 15

Are parts available to rework vehicles?

Answer

Software will be available at the time the bulletin is released.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar retailer/authorized repairer for the work to be completed.

Question 18

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

Answer

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 2 hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a Jaguar retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any Press enquiries are referred to the JLR Public Affairs office