



RECALL ACTION

Recall Action
Number: H090NAS2

Changes are highlighted in blue

Subject:	Publication No.: H090NAS2
Restraints Control Module (RCM) Calibration Incorrect	Model: XF (X260) - Sportbrake
	Model Year: 2018
	Date of Issue: 27 July 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA only
For the Attention of:	The approved JLR retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been updated to include TOPIx Cloud diagnostic instructions.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

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

A concern has been identified with the Supplementary Restraints System (SRS) calibration on certain Jaguar XF Sportbrake 2018 model year vehicles. The calibration of the Restraints Control Module (RCM) does not provide the correct fire signals in the event of a crash. Vehicles in this condition may not meet some of the frontal airbag protection requirements in certain low speed impact scenarios.

In the as-built condition, in the event of a vehicle crash the SRS may not provide the level of protection required to the driver and front passenger seat occupant, leading to an increased risk of injury.

REGULATORY INFORMATION

JLR North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2018 model year Jaguar XF vehicles imported into the United States. Information relating to this Safety Recall will be posted on the NHTSA website. 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 could result in a maximum civil penalty of up to \$24,423.00 USD per violation and up to \$122,106,996.00 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 that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall is completed.

JLR North America, LLC 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.

ACTION TO BE TAKEN

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

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

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.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - H090NAS2



NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

SROs

Description	SRO	Time
Restraints Control Module (RCM) - Update ECU	85.86.42	0.2
Drive In/Drive Out	10.10.10	0.2



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to Jaguar Land Rover (JLR) claims submission system to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting the program code H090 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.

Program Code	Option	Description	SRO	Time
H090	B	RCM - Update ECU	85.86.42	0.2
H090	C	RCM - Update ECU Drive In/Drive Out	85.86.42 10.10.10	0.2 0.2

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

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIX (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



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.

Service instruction

1. Connect the [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. Update the [RCM](#) -

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

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H090

Date: month/year

SAFETY RELATED RECALL - XF Sportbrake - Restraints Control Module (RCM) Calibration Incorrect

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 we intend to take and what you will need to do.

Reason for this program

A concern has been identified with the Supplementary Restraints System calibration on certain Jaguar XF Sportbrake 2018 model year vehicles. The calibration of the Restraints Control Module does not provide the correct fire signals in the event of a crash. Vehicles in this condition may not meet some of the frontal airbag protection requirements in certain low speed impact scenarios.

In the as-built condition, in the event of a vehicle crash the Supplementary Restraints System may not provide the level of protection required to the driver and front passenger seat occupant, leading to an increased risk of injury.

Jaguar will notify owners, and authorized repairers will download the correct software to the vehicle.

What will JLR Limited and your Jaguar Land Rover retailer/authorized repairer do?

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will update the Restraints Control Module 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 Land Rover 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 (H090)

If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk or www.jaguar.com 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 Relationship Centre on 0345 303 2303 or (enter telephone number).

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

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

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover H090	
Restraints Control Module (RCM) Calibration Incorrect	

A concern has been identified with the Supplementary Restraint System (SRS) calibrations on certain Jaguar XF Sportbrake 2018 model year vehicles manufactured. The calibrations loaded do not provide the correct fire signals in the event of a crash. Vehicles in this condition may not meet some of the front occupant protection requirements in certain low speed impact scenarios.

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 Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

These vehicles are being recalled because this defect, incorrect SRS calibration, may increase the risk of front seat occupant injury in certain low speed crash events.

Question 3

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

Answer

Vehicles have been released for sale where the SRS calibration is incorrect. Although at higher speeds, the SRS system will perform as required, where a lower speed crash occurs, the SRS system may not deploy one or both of the frontal airbags when a deployment is warranted or the time to fire is delayed excessively.

Question 4

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

Answer

There is not advanced warning of this condition.

Question 5

Does this concern affect vehicle safety?

Answer

JLR is conducting this as this as a safety Recall.

Question 6

Has JLR Limited received many complaints?

Answer

No. There have been no complaints related to this issue of which JLR is aware.

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 internal Engineering reviews.

Question 9

How long has JLR known about this problem?

Answer

This issue started to be investigated in January 2018.

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 data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

The correct, as intended SRS software with correct calibrations is now being uploaded to vehicles during the manufacturing process.

Question 12

What will my retailer/authorized repairer do to the vehicle?

Answer

Your retailer/authorized repairer will update the SRS software to the correct level.

Question 13

Which vehicles are affected by this recall?

Answer

Jaguar XF Sportbrake vehicles manufactured from January 31, 2017 to December 15, 2017.

Question 14

Are other JLR models affected by these actions?

Answer

No. This issue is unique to the Jaguar XF 2018 model year Sportbrake.

Question 15

Is the repair available to rework vehicles?

Answer

Yes, the repair is available to complete this repair.

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

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact an 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

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 1 hour 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 retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

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