

Recall H056
573.6 (c) (6) - Chronology of Events

A Product Safety and Compliance Committee (PSCC) Investigation was opened on October 03, 2017, following an increased number of Electronic Product Quality Reports (EPQR) where 2016, 2017 and 2018 MY Jaguar XF, XJ, XE and F-PACE vehicles were being identified as having the TFT Instrument Cluster going blank while being driven and then recovering after a period of time.

During October 2017 Jaguar Land Rover engineering and the component supplier identified that on the affected Instrument Clusters the supply voltage to certain circuits within the assembly may become unstable at higher operating temperatures. This causes the software monitoring of the voltage supply to record a fault and reset the Instrument Cluster. This resetting of the Instrument Cluster causes it to blank out for a short period of time.

When the Instrument Cluster goes blank the vehicle loses functions such as speed indication, tell-tales and warning lights. The Instrument Cluster recovers after a period of time and operates as normal although recurrence can be experienced. There are no other affects to vehicle operation. Engineering testing revealed that in the higher operating temperature condition, the Instrument Cluster screen goes blank for a minimum period of seven seconds.

On October 17, 2017 the PSCC concluded that this issue be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed all information on October 19, 2017 and concluded that the issue represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

On December 12, 2017 a critical concern report was raised for an F-PACE vehicle where the TFT Instrument Cluster was blanking out. On investigation during December 2017, the vehicle was found to have been built within the date range of recall H056 but the VIN number was not included in the affected VIN range.

Further investigation revealed that to satisfy a manufacturing IT conflict concerning the re-use of VIN serial numbers, a decision was made to use non-sequential VIN serial number ranges. VIN ranges used during the manufacture of F-PACE vehicles included SADCA2AN4JA488000 to SADCA2BN1HA489999 and SADCK2BV1HA890000 to SADCA2AN3JA899999. Vehicles built within these VIN ranges have been determined as affected by this safety defect.

The original VIN range for this recall was declared as SADCK2BV3HA081291 to SADCL2EV6JA266899 in error.

During late December 2017 the Jaguar Land Rover Customer Service team reviewed Recall H056 VIN data for F-PACE vehicles based on Date ranges and Model Year ranges. It identified that vehicles built within the affected period had been erroneously omitted from the original recall action for the reason stated above.

As a result, an update to recall Campaign H056 is being made.

There have been no reported accidents, injuries or fires as a result of this concern.

