



NON-COMPLIANCE RELATED RECALL

Recall Action
Number:
H213v2

Regenerative Braking System Non-compliance	Subject:	Publication No.: H213v2
		Model: I-PACE (X590)
		Model Year: 2019 - 2020
		Date of Issue: 22 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
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. 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 on 2019 and 2020 model year I-PACE vehicles where in the event of a failure of the electrical regenerative braking system, the time for the friction braking system to achieve 75% compensation of the initial braking request does not meet the requirements of applicable braking regulations.

The regulation allows for a time interval of 1 second between the failure of the electrical regenerative braking and the compensation of the friction braking system to reach 75% of the initial braking request from the driver. On the affected I-PACE vehicles the compensation delay is 1.5 seconds. This concern does not affect the functionality of the friction braking system.

The driver will experience a momentary reduction of deceleration between the moment of failure of the electrical regenerative braking system and the beginning of the compensation of the friction brakes.

Vehicles in this condition do not meet the regulated performance requirement for failed electrical regenerative braking system with a risk that stopping distance is unexpectedly extended.

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. A sample letter is attached which should be adapted to the requirements of your market.

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.

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.

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 2019 to 2020 model year I-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 \$24,423.00 USD per violation and the equivalent of \$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 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.

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

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - H213V2



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 Jaguar Land Rover (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
Powertrain Control Module (PCM) - Update ECU	85.18.03	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 TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code H213 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
H213	A	PCM - Update ECU	85.18.03	0.2
H213	B	PCM - Update ECU Drive in/drive out	85.18.03 10.10.10	0.2 0.2

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



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

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.

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. Select the link to update the [PCM](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. 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:

Bulletin Number: H213

Date: month/year

NON-COMPLIANCE RELATED RECALL - 2019 to 2020 Model Year I-PACE Vehicles - Regenerative Braking System Non-compliance

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a non-compliance concern exists 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 bulletin

A concern has been identified on 2019 and 2020 Model Year I-PACE vehicles where, in the event of a failure of the electrical regenerative braking system, the time for the friction braking system to achieve 75% compensation of the initial braking request does not meet the requirements of applicable braking regulations.

The regulation allows for a time interval of 1 second between the failure of the electrical regenerative braking and the compensation of the friction braking system to reach 75% of the initial braking request from the driver. On the affected I-PACE vehicles the compensation delay is 1.5 seconds. This concern does not affect the functionality of the friction braking system.

The driver will experience a momentary reduction of deceleration between the moment of failure of the electrical regenerative braking system and the beginning of the compensation of the friction brakes.

Vehicles in this condition do not meet the regulated performance requirement for a failed electrical regenerative braking system, with a risk that stopping distance is unexpectedly extended.

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

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will install the latest Powertrain Control Module Software. During your visit, the opportunity will also be taken to complete other software enhancement updates to bring your vehicle up to the latest production quality standard.

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:

- Vehicle registration number of your vehicle
- The Recall number for the action

If you do not have a retailer/authorized repairer, please access 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 experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the Jaguar Land Rover Limited Customer Relationship Centre. Please use phone number 0345 303 2303.


This Recall Action will be completed on your vehicle free of charge, in accordance with the legislative or industry requirements concerning vehicle defects.

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

Yours sincerely

[Enter Name]

[Enter Job Title]

Technical Questions And Answers	
FOR USE ON enquiry	
Jaguar Land Rover Compliance Recall H213	
Certain 2019 and 2020 Model Year Jaguar I-PACE Electric Vehicles for an Electrical Regenerative Braking System Compliance Concern	

A concern has been identified on certain 2019 and 2020 Model Year I-PACE Electric vehicles where in the event of electrical regenerative brake system failure, the time to achieve the required compensation and transition to friction brake system from the initial brake request does not meet the regulated time requirements such as those in United Nations Economic Commission for Europe (UN-ECE) 13H/FMVSS 135 and CMVSS 135 braking regulations or other country applicable braking regulations.

Question 1

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

Answer

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

Vehicles in this condition do not meet the regulated requirement, stopping distance may be extended.

Question 3

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

Answer

The UN-ECE 13H braking regulation (and certain country specific braking regulations) allows for a time interval of 1 second between the failure of the electrical regenerative braking and the compensation of the friction braking system to reach 75% of the initial braking request from the driver. On the affected I-PACE vehicles the compensation delay is 1.5 seconds. This concern does not affect the functionality of the friction braking system.

Question 4

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

Answer

There is no warning related to this condition.

Question 5

Does this concern affect vehicle safety?

Answer

Friction brake system operation remains fully functional, this matter relates to system compliance with regulated requirements.

Question 6

Has JLR received many complaints?

Answer

No, JLR has not received any consumer complaints in regards to this matter.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents, injuries or fires known to be related to this issue.

Question 8

How was the concern discovered?

Answer

During the course of future product engineering testing, transition timing of the failed state electrical regenerative brake system to friction brake system was reviewed and found to deviate from the regulated standard.

Question 9

How long has JLR known about this concern?

Answer

The investigation into the issue began in April, 2019.

Question 10

Does JLR have concerns regarding the reliability, compliance, or safety of the vehicles? What type of measures are JLR planning to take?

Answer

Jaguar Land Rover has no concerns with the overall reliability of the vehicle. Jaguar Land Rover 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

Production vehicles are manufactured with the latest level brake system software.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

authorized repairers will update the brake system software to the latest version.

Question 13

Which vehicles are affected by this recall?

Answer

I-PACE SADHB2R14K1F60001 to SADHA2B10L1F79241 (Specific vehicles within these Vehicle Identification Number (VIN) range)

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

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 a 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 30 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

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

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 Jaguar Land Rover Corporate Affairs office.