

# NON-COMPLIANCE RECALL H332 (NHTSA 21V-118) - AUTO HIGH BEAM ASSIST INDICATOR



NAS21.03.017 | RECALL

USA

AFTERSALES BULLETIN

MARCH 17, 2021

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Non-Compliance Recall on certain 2019-2020 model year Jaguar F-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 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 \$22,723.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover 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.***

**NOTE:** [this bulletin updates Aftersales Bulletin NAS21.03.008.](#)

## **DESCRIPTION OF DEFECT**

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the Auto High Beam (AHB) system does not indicate through the instrument cluster tell-tale that the high beam is being operated automatically. Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, 'Lamps, Reflective Devices, and Associated Equipment'.

## **AFFECTED VEHICLE RANGE**

A total of 455 vehicles are potentially involved in the USA and Federalized Territories.

F-PACE

Model Year: ..... 2019-2020

VIN: ..... SADCL2FX2KA351806-SADCL2FX5KA609624

..... SADCP2FX8LA617237-SADCM2FV7LA662953

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

## **EFFECT ON VEHICLE OPERATION**

The driver may not recognize the high beam has been activated, increasing the risk of a crash.

## **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will update the vehicle software to the latest level. There will be no charge to owners for this action under this Program.

Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

## **OWNER NOTIFICATION**

Owner notification is expected to occur on or before April 23, 2021.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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.

Jaguar Land Rover North America, LLC 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 H332NAS, *Non-Compliance Recall: Auto High Beam Assist Indicator*, for detailed repair instructions.

## PARTS

No parts required.

## TOOLS

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

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure 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. Use TOPIx 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)
H332	A	Instrument Panel Cluster Control Module (IPC) Update - Replace ECU	85.88.08	0.2
H332	B	Instrument Panel Cluster Control Module (IPC) Update - Replace ECU	85.88.08	0.2
		Drive in/drive out	10.10.10	0.2

*Normal Warranty policies and procedures apply.*

# SAMPLE OWNER LETTER: NON-COMPLIANCE RECALL H332

This notice applies to your vehicle SXXXXXXXXXXXXXXXXX

April 2021

## Non-Compliance Recall H332: Auto High Beam Assist Indicator

**Vehicle Affected: Jaguar F-PACE**

**Model Year: 2019-2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-118**

**Dear Jaguar F-PACE Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that certain 2019-20 model year Jaguar F-PACE vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 108, 'Lamps, Reflective Devices, and Associated Equipment'.

Your vehicle is included in this Recall action.

### **What is the reason for this program?**

The Auto High Beam (AHB) system does not indicate through the Instrument Panel Cluster (IPC) tell-tale that the high beam is being operated automatically. The driver may not recognize the high beam has been activated, increasing the risk of a crash.

### **What will Jaguar and your authorized Jaguar retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above to update the vehicle software to the correct specification. 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 **'H332'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

### **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 30 minutes, 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.

### **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 regarding this Program, 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 Center 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). Please include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish at the end.

Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: NON-COMPLIANCE RECALL H332

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**Main Message:** The Auto High Beam (AHB) system does not indicate through the instrument cluster tell-tale that the high beam is being operated automatically. Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, 'Lamps, Reflective Devices, and Associated Equipment'.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please make sure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Director, Communications

Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

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

**A** Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, 'Lamps, Reflective Devices, and Associated Equipment'.

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

**A** Vehicles with the highline, fully digital display Instrument Panel Cluster (IPC), which received an in-service IPC software update to the latest level or were manufactured after certain dates for each model range where this level of software was installed as part of vehicle assembly, have an incorrect display strategy causing the auto high beam indicator icon to be hidden.

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

**A** Customers may notice, when the auto high beam feature is operating, the word 'AUTO' below the headlamp indicator icon in the IPC is missing.

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

**A** Yes. Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, 'Lamps, Reflective Devices, and Associated Equipment'.

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

**A** No.

**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** An investigation was opened on November 10, 2020 following a quality report filed on an engineering vehicle. The report stated the vehicle did not display the correct indicator in the IPC when the auto high beam operates.

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

**A** An investigation was opened on November 10, 2020.

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

- Q11 What has Jaguar Land Rover done in production?**  
A Production vehicles are manufactured with the correct level of software which will display the correct headlamp indicator when the auto high beam feature is operating.
- Q12 What will an authorized Jaguar retailer do to the vehicles?**  
A Authorized Jaguar retailers will update the vehicle software to the latest level.
- Q13 Which Jaguar Land Rover vehicles are affected by this recall?**  
A The following Jaguar vehicles, manufactured from June 4, 2018 to November 04, 2020, are affected:  
F-PACE  
Model Year: 2019-2020  
VIN: SADCL2FX2KA351806-SADCN2GX3KA399503; SADCN2GX8KA604247-SADCM2FV7LA662953
- Q14 Are other Jaguar Land Rover models affected by these actions?**  
A Yes, certain Land Rover models are affected by this condition.
- Q15 Is software available to rework vehicles?**  
A Yes, the necessary software is 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 30 minutes. 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.