

SAFETY RECALL H349 (NHTSA 21V-248) - REAR SIDE MEMBER ASSEMBLY MISSING SPOT WELDS



NAS21.05.002 | RECALL

USA

AFTERSALES BULLETIN

MAY 4, 2021

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2017, 2018, and 2020 model year Jaguar XE 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.

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 NAS21.04.010.](#)

DESCRIPTION OF ISSUE

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where one or both of the rear rail assemblies (rear longitudinal armatures) installed as part of an aftermarket repair may not have the specified structural strength due to a number of spot welds being missed during service part manufacture.

AFFECTED VEHICLE RANGE

A total of vehicles three (3) are potentially involved in the USA and Federal Territories.

XE

Model Year:	2017	
VIN / Retailer:		/ Cole European
Model Year:	2018	
VIN / Retailer:		/ Jaguar Darien
Model Year:	2020	
VIN / Retailer:		/ Jaguar Lakeside

EFFECT ON VEHICLE OPERATION

Vehicles in this condition are at risk of the rear bumper armature detaching during vehicle recovery or, in a situation where the vehicle is towing a trailer, the towbar assembly could detach and control of the trailer will be lost.

This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will correct the affected vehicles with replacement parts installed in line with aftermarket welding standards. There will be no charge to owners for this action under this Program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before May 28, 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America 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 H349NAS, *SAFETY RECALL: Rear Side Member Assembly Missing Spot Welds*, for detailed repair instructions.

PARTS

NOTE: use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

VEHICLE IDENTIFICATION NUMBER (VIN)	DESCRIPTION	PART NUMBER	QUANTITY
	Rear Bumper mounting - Right	T2H35815	1
	Rear Bumper mounting - Right	T2H35815	1
	Rear Bumper mounting - Left	T2H35816	1
	Rear Bumper mounting - Left	T2H35816	1

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	VEHICLE IDENTIFICATION NUMBER (VIN)	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER(S)	QUANTITY
H349	A		Rear bumper mounting - Renew - Right	99.02.01.12	2.9	T2H35815	1
H349	B		Rear bumper mounting - Renew - Right Drive in/drive out	99.02.01.12 10.10.10	2.9 0.2	T2H35815 -	1 -
H349	C		Rear bumper mounting - Renew - Pair	99.02.01.13	3.9	T2H35815 T2H35816	1 1
H349	D		Rear bumper mounting - Renew - Pair Drive in/drive out	99.02.01.13 10.10.10	3.9 0.2	T2H35815 T2H35816 -	1 1 -
H349	E		Rear bumper mounting - Renew - Left	99.02.01.14	2.2	T2H35816	1
H349	F		Rear bumper mounting - Renew - Left Drive in/drive out	99.02.01.14 10.10.10	2.2 0.2	T2H35816 -	1 -

CUSTOMER REIMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost by using the related damage procedure.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'H349' and by clicking the Related Damage radio button on the claim submission screen. Use Option Code 'X' and enter the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs are to be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SXXXXXXXXXXXXXXXXX

M 2021

SAFETY RECALL H349: Rear Side Member Assembly Missing Spot Welds

**Vehicle Affected: Jaguar XE
Model Year: 2017-2018; 2020**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21 48

Dear Jaguar XE Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2017-2018 and 2020 model year Jaguar XE vehicles.

Your vehicle is included in this Recall action.

What is the concern?

Jaguar Land Rover has found that one or both of the rear rail assemblies (rear longitudinal armatures) installed as part of an aftermarket repair may not have the specified structural strength due to a number of spot welds being missed during service part manufacture.

Vehicles in this condition are at risk of the rear bumper armature detaching during vehicle recovery or, in a situation where the vehicle is towing a trailer, the tow bar assembly could detach and control of the trailer will be lost.

This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

What will Jaguar and your authorized Jaguar retailer do?

Jaguar is carrying out recall of the vehicles mentioned above to correct your vehicle with replacement parts installed in line with aftermarket welding standards. 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 'H349'.

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 to minimize inconvenience to customers and is expected to take approximately 4.5 hours, 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

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 (1-800-452-7272).

You may also contact us by email using the following address: 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 Avenue, N.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 888-486-4236 (Toll-free 24-9153); or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our products and wish to do everything we can to 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,



Thomas
Director, Technical Services
Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: SAFETY RECALL H349

Main Message: an issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where one or both of the rear rail assemblies (rear longitudinal armatures) installed as part of an aftermarket repair may not have the specified structural strength due to a number of spot welds being missed during service part manufacture.

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 are at risk of the rear bumper armature detaching during vehicle recovery or, in a situation where the vehicle is towing a trailer, the towbar assembly could detach and control of the trailer will be lost. This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

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

A An investigation found during a reorganization of the low volume manufacturing cell, incorrect machine codes were used to program the automated process for the manufacture of the aftermarket specification rear side member. This incorrect programming led to a number of spot welds not being completed on the assembly during a defined time period. Engineering confirmed components with missing spot welds do not meet the structural integrity for that component.

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

A Customers will not be aware their vehicle is affected by this concern.

Q5 Does this concern affect vehicle safety?

A Yes. Vehicles in this condition are at risk of the rear bumper armature detaching during vehicle recovery or, in a situation where the vehicle is towing a trailer, the towbar assembly could detach and control of the trailer will be lost. This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any complaints related to this issue.

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 February 9, 2021, following an analysis by the critical concerns team into the manufacture of rear rail assembly for service repair vehicles.

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

A The investigation was opened on February 9, 2021

- 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** Aftermarket rear side member service assemblies are manufactured with all the required welds to ensure structural rigidity.
- Q12** What will an authorized Jaguar retailer do to the vehicles?
- A** Authorized Jaguar retailers will correct the affected vehicles with replacement parts installed in line with aftermarket welding standards.
- Q13** Which vehicles are affected by this recall?
- A** The following Jaguar XE vehicles are affected:
- Q14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models, other than those listed on this document, are known to be affected by this condition.
- Q15** Are parts available to rework vehicles?
- A** Yes, the necessary parts are 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 4.5 hours. 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.