



RECALL ACTION

Recall Action
Number: H335v2

Subject: Warning Lamps Illuminated	Publication No.: H335v2
	Model: F-TYPE (X152)
	Model Year: 2020
	Date of Issue: 02 March 2023

To:	The National Sales Company (NSC), importers, retailers and authorized repairers in Japan, Korea and North America
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	This campaign has been updated to include the 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 certain 2020 model year Jaguar F-TYPE vehicles where upon startup of the vehicle following a vehicle 'sleep cycle', the diagnostic check completed by the Anti-Lock Braking System (ABS) does not always complete in the required time period. When this issue occurs, the ABS and the Dynamic Stability Control (DSC) systems are disabled and will not operate during the drive cycle. Warning lamps will be illuminated on the instrument panel cluster along with related message center text alerting the driver that the ABS and DSC systems are not available. Electronic brake force distribution is not affected.

Vehicles in this condition and in a situation where the ABS and/or DSC would normally engage to provide vehicle dynamic stability, may be at an increased risk of a vehicle collision.

ACTION TO BE TAKEN

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

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.

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 Care Quality Director

SERVICE INSTRUCTION

- H335V2

SROs

Description	SRO	Time
Anti-Lock Brake System Control Module (ABS) - Update ECU	85.70.02	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 H335 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
H335	A	ABS - Update ECU	85.70.02	0.2
H335	B	ABS - Update ECU Drive in/drive out	85.70.02 10.10.10	0.2 0.2

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.

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\) Global Warranty Compliance 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

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.

<p class="bold">Service instruction</p>

4. Update the [ABS](#) -

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:

Bulletin Number: H335

Date: month/year

SAFETY RELATED RECALL - F-TYPE - Warning Lamps Illuminated

Dear

Jaguar Land Rover 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 2020 model year Jaguar F-TYPE vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified where upon startup of your vehicle following a vehicle 'sleep cycle', the diagnostic check completed by the Anti-Lock Braking System may not always complete in the required time period. When this issue occurs, the Anti-Lock Braking System and the Dynamic Stability Control systems are disabled and will not operate during the drive cycle. Warning lamps will be illuminated on the instrument panel cluster along with related message center text alerting the driver that the Anti-Lock Braking System and Dynamic Stability Control systems are not available. Electronic brake force distribution is not affected.

Vehicles in this condition and in a situation where the Anti-Lock Braking System and/or Dynamic Stability Control would normally engage to provide vehicle dynamic stability, may be at an increased risk of a vehicle collision.

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

We will install the latest software to your vehicle's Anti-Lock Braking System control module.

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 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 Safety Recall H335	
2020 Model Year Jaguar F-TYPE vehicles Anti-Lock Brake System Control Module (ABS) Warning Lamp Illuminated	

A concern has been identified with 2020 model year Jaguar F-TYPE vehicles where upon startup of the vehicle following a vehicle 'sleep cycle', the diagnostic check completed by the ABS does not always complete in the required time period. When this issue occurs, the ABS and the Dynamic Stability Control (DSC) systems are disabled and will not operate during the drive cycle. Warning lamps will be illuminated on the Instrument Panel Cluster along with related message center text alerting the driver that the ABS and DSC systems are not available. Electronic brake force distribution is not affected.

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

For USA, Canada, Korea and Japan, market authorities expect a recall for this matter. The authorities consider that vehicles in this condition and in a situation where the ABS and/or DSC would normally engage to make sure vehicle dynamic stability, may experience an increased risk of a vehicle crash.

Question 3

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

Answer

An investigation revealed that, on occasion, the Car Configuration File (CCF) read cycles by the ABS were not being completed in the time expected, with the diagnostic checks taking up to 25 seconds. After 15 seconds, the ABS control module stops transmitting and this terminates the ABS and DSC systems with ABS and DSC warning lamps illuminating on the Instrument Panel Cluster to warn the driver the systems are not available.

Question 4

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

Answer

Customers will see warning lamps illuminated on the Instrument Panel Cluster along with related message center text alerting the driver that the ABS and DSC systems are not available.

Question 5

Does this concern affect vehicle safety?

Answer

Yes. Vehicles in this condition and in a situation where the ABS and/or DSC would normally engage to provide vehicle dynamic stability, may experience an increased risk of a vehicle collision.

Question 6

Has JLR received many complaints?

Answer

Yes, there have been a number of reports of this issue.

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

An investigation was opened on 8th December, 2020, following a number of Electronic Product Quality Report (EPQR) received from the market.

Question 9

How long has JLR known about this concern?

Answer

The investigation was opened on 8th December 2020.

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 the vehicle. JLR 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 of software.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to a Jaguar approved retailer/authorized repairer who will update the vehicle with the latest software. There will be no charge to owners for this repair.

Question 13

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 14

Is the repair available to rework vehicles?

Answer

Yes.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

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 17

How long does it take for the vehicle to be repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 30 minutes.

Question 18

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 [JLR Corporate Affairs office](#).