



SAFETY RELATED RECALL

Global Recall Action
Number: H445

Subject: Rear View Camera Image Display	Publication No.: H445
	Model: XE (X760)
	Model Year: 2019
	Date of Issue: 21 September 2023

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.

FOR THE ATTENTION OF ALL:

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 19MY Jaguar XE vehicles with Rear View Camera and Navigation Pro specified, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the trunk.

In an intermittent or failed state the rear view camera image display does not meet the requirements of FMVSS No. 111, Rear Visibility and CMVSS No. 111, Mirrors and Rear Visibility Systems. Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle increasing the risk of a crash.

ACTION TO BE TAKEN

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

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. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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.

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.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-501.

Transport Canada (TC) reference number: 2023- 401.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

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 Model Year XE 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 \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 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.

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/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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H445

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number/Sundry Code	Qty/(£) Value
Wiring harness retaining clip	T2H60606	1
Wiring harness retaining clip	T2H60605	1
Adhesive tape	ZZZ001	£1.00

SROs

Description	SRO	Time
Test rear view camera functionality - Renew wiring harness clips	05.10.40	0.4
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 H445 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	Part Number/Sundry Code	Qty/(£) value
H445	A	Test rear view camera functionality - Renew wiring harness clips	05.10.40	0.4	T2H60606 T2H60605 ZZZ001	1 1 £1.00
H445	B	Test rear view camera functionality - Renew wiring harness clips Drive in/drive out	05.10.40 10.10.10	0.4 0.2	T2H60606 T2H60605 ZZZ001	1 1 £1.00

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 JLR Global Warranty 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).

SERVICE INSTRUCTION

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

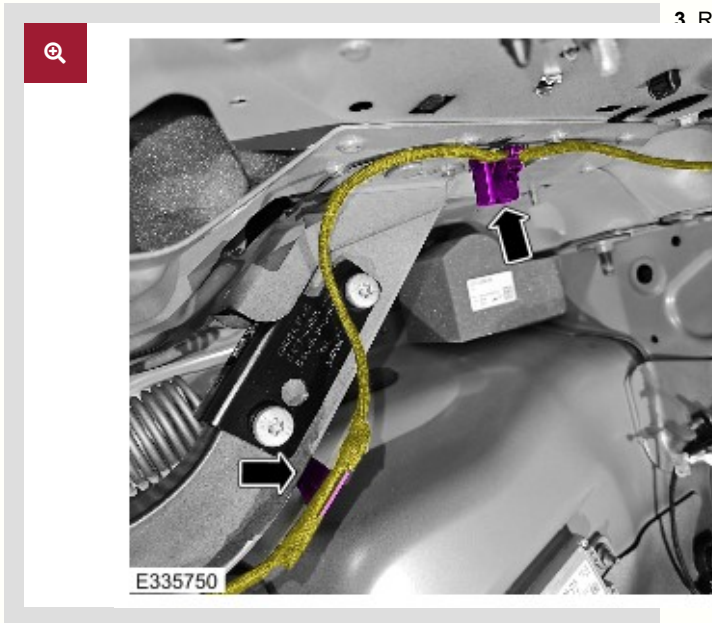
All vehicles

1. Test the operation of the rear view camera.

- Turn the engine ON.
- With the brakes applied, select R (Reverse).
- Make a note if the Touchscreen displays the rear view camera image as expected or a blue screen.
- Select P (Park) and release the brakes.
- Turn the engine OFF.

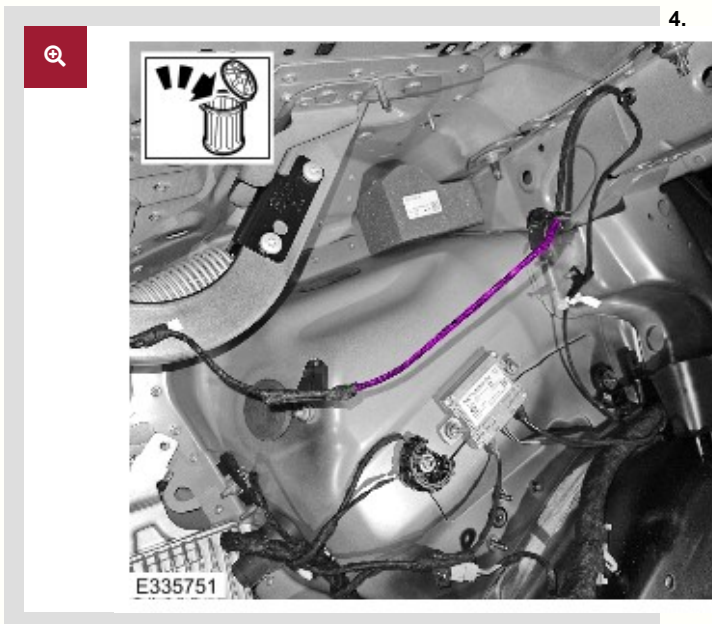
2. Remove the luggage compartment left trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Left Trim Panel).

3. Release the 2 wiring harness retaining clips from the left tailgate hinge.



Vehicles with a blue screen displayed on the Touchscreen only

4.



NOTES:

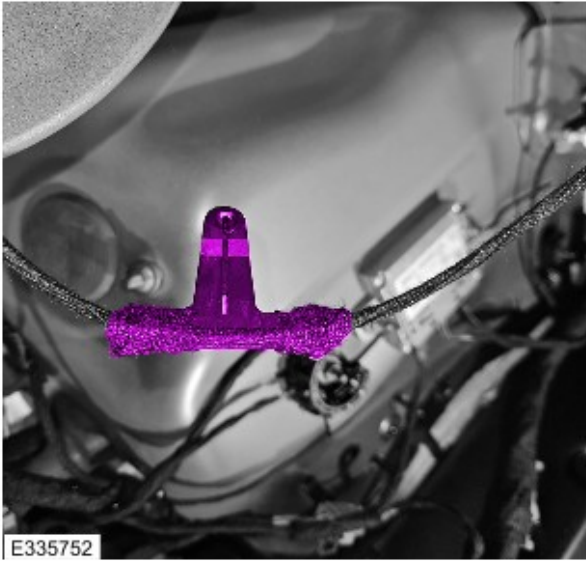
- If the wiring harness has become damaged the repair must be claimed as part of the 'Related Damage Process'.
- If no damage to the wiring harness can be found, continue to diagnose possible rear view camera related concerns as part of a separate repair before continuing with this Service Instruction.

If the Touchscreen displayed a blue screen during step 1, the rear view camera wiring harness, located on the left tailgate hinge, may have become damaged.

- Remove and discard the adhesive tape from the harness and locate the damaged wires.
- Repair any wires that have become damaged (see TOPIx Workshop Manual section 418-02: Wiring Harnesses - Description and Operation - Wiring Harness - Wiring Harness Repair).

All vehicles

5 Renew the wiring harness retaining clip.

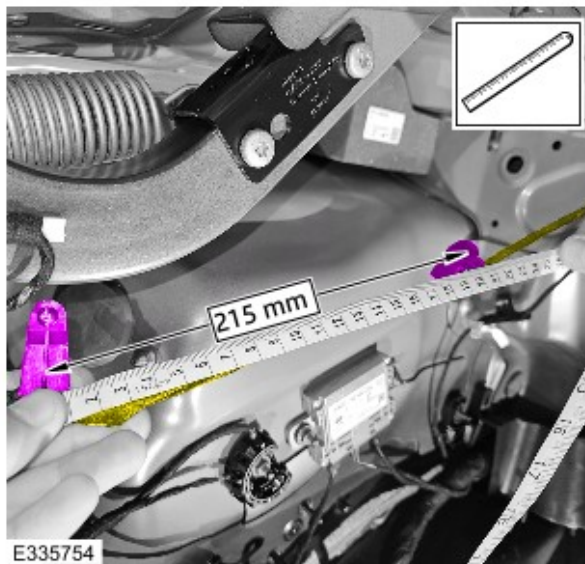


- Mark the location of the clip on the wiring harness to make sure the new clip is installed in the same location.
- Remove and discard the tape securing the clip to the wiring harness and discard the clip.
- Locate the new clip in the previously marked position and secure to the wiring harness using new adhesive tape.

6 Renew the wiring harness retaining clip.

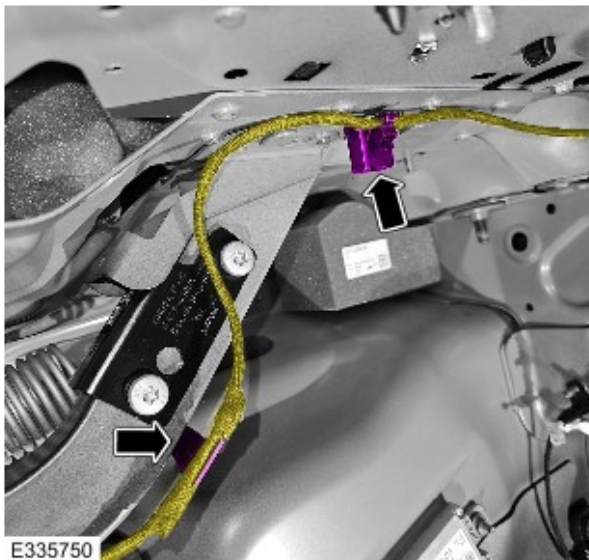


- Remove and discard the clip from the wiring harness.
- Using a suitable measuring ruler, measure **215 mm** from the center of the new clip installed during step 5.
- Install the new clip onto the wiring harness.





7. Secure the wiring harness to the left tailgate hinge using the 2 new retaining screws.



8. Install the luggage compartment left trim panel (see TOPIX Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Left Trim Panel).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H445

Date: month/year

SAFETY RELATED RECALL - XE - Rear View Camera Image Display

Dear

Jaguar Land Rover (JLR) would like to advise you that during ongoing quality assessment and improvement of our Jaguar XE it has been identified that a possible safety related problem may occur on certain vehicles within a specific production range. Read the information below, this will explain the precautionary measures we are taking and what you will need to do.

Why are we contacting you?

A concern has been identified on 19MY Jaguar XE vehicles with Rear View Camera and Navigation Pro specified, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the trunk.

Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle increasing the risk of a crash.

What will your Jaguar retailer/authorized repairer do?

Vehicles will have the rear view camera functionality and related camera harness in the trunk inspected. Where camera functionality is OK and no harness damage is noted, cable clips will be replaced assuring cable routing is correct. Where damage to the wiring harness is found, the harness will be repaired and the cable retaining clips will be replaced to make sure cable routing is secure.

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

Contact your preferred Jaguar 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 information which is detailed at the beginning of this letter:

- Your vehicle's Vehicle Identification Number (VIN).
- Your vehicle's registration number.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.jaguar.co.uk or www.jaguar.com, for contact details of one most convenient to you..

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover (JLR) immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

If you experience any concerns relating to this program, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Client Relationship Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, we apologize for any inconvenience or concern this bulletin may cause - these precautionary measures reflect our commitment to the safety of our clients.

Thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover H445

2019 Model Year Jaguar XE vehicles for Rear View Camera Image Display

A concern has been identified on certain 19MY Jaguar XE vehicles with Rear View Camera and Navigation Pro specified, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the trunk.

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 Jaguar Land Rover recalling certain Jaguar models?

Answer

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2019 MY Jaguar XE vehicles with Rear View Camera and Navigation Pro specified, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the trunk. This does not affect vehicles with surround camera system.

Question 3

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

Answer

The length of the harness between 2 fixing points in the trunk is insufficient leading to excessive force applied to the harness and subsequently progressive damage to the wires when the tailgate is open and closed.

Question 4

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

Answer

When reverse gear is selected, instead of the rear view camera display, customer may see a blank screen.

Question 5

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover has determined that this issue constitutes a failure to comply with the US Safety Regulation FMVSS No. 111, Rear Visibility and and Canadian Safety regulation CMVSS No. 111, Mirrors and Rear Visibility Systems. Lack of display of the rear view camera image may result in the driver being less aware of objects or pedestrians behind the vehicle increasing the risk of an accident.

Question 6

Has Jaguar Land Rover received many complaints?

Answer

Jaguar Land Rover has received 26 reports attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which Jaguar Land Rover is aware.

Question 8

How was the condition discovered?

Answer

The condition was identified through Jaguar Land Rover's field reporting process.

Question 9

How long has Jaguar Land Rover known about this problem?

Answer

Jaguar Land Rover started the safety defect investigation in November 2022.

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

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 Jaguar Land Rover done in production?

Answer

The location of the harness stud clip at the trunk hinge has been improved and the harness branch has been updated to contain only the coax cable which removes the risk of damage or breaking.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Vehicles will have the rear view camera functionality and related camera harness in the trunk inspected. Where camera functionality OK and no harness damage is noted, cable clips will be replaced assuring cable routing is correct. Where damage to the wiring harness is found, the harness will be repaired and the cable retaining clips will be replaced to make sure cable routing is secure. There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2019 MY Jaguar XE vehicles specified with Rear View Camera and Navigation Pro as below: Jaguar XE SAJAT4GX6KCP43657 to SAJAP4FE6KS487854 (Specific vehicles within these Vehicle Identification Number (VIN) range)

Question 14

Are other Jaguar Land Rover models affected by these actions?

Answer

No other models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available for this repair.

Question 16

How much will the recall cost Jaguar Land Rover?

Answer

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

Question 17

How do I know if my Jaguar vehicle is affected?

Answer

Should a customer notice unusual function of the rear view camera view, do not wait for the recall letter, make an appointment with an Authorized repairer to have remedial action completed.

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Land Rover Authorized Repairer for the work to be completed. Customers in Brazil and Australia can check if their vehicle is eligible for a safety recall at Land Rover or Jaguar brand web site. In other countries, customers can also use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

Question 18

How long does it take for the car 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 36 minutes to complete. Naturally, due to Retailer/Authorized Repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

Until such time as the recall is completed on your vehicle, exercise caution when attempting to reverse your vehicle. Reduce your speed while reversing, allowing yourself more time to react to unexpected obstacles or hazards. Whenever possible, park in areas that facilitate easy exit and entry, minimizing the need for extensive reversing.

Note:

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com