

# Part 573 Safety Recall Report

# 24V-201

**Manufacturer Name :** Jaguar Land Rover North America, LLC**Submission Date :** MAR 14, 2024**NHTSA Recall No. :** 24V-201**Manufacturer Recall No. :** H481**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 2,842

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

**Vehicle Information :**

Vehicle 1 : 2021-2024 JAGUAR E-PACE

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** Jaguar Land Rover is conducting a voluntary safety recall campaign involving certain 2021-2024MY Jaguar E-PACE vehicles built at the Graz Vehicle Assembly Plant from November 11, 2020 - October 10, 2023. 2,842 vehicles in the United States and Federalized Territories. The basis for the recall population is all 2021 to 2024 Model Year E-PACE vehicles up until the point in time where product changes were made where, as a result of an incorrect setting in the Car Configuration File, the brake pad wear indicator does not display where brake pads have worn to a condition where the indicator lamp should display.

Production Dates : NOV 11, 2020 - OCT 10, 2023

VIN Range 1 : Begin : SADF12GX4M1014560 End : SADFL2FX5R1044721  Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** A concern has been identified on 2021 to 2024 Model Year E-PACE vehicles where, as a result of an incorrect setting in the Car Configuration File, the brake pad wear indicator does not display where brake pads have worn to a condition where the indicator lamp should display.

FMVSS 1 : 135 - Light vehicle brake systems

FMVSS 2 : NR

**Description of the Safety Risk :** Without a notification informing the driver of brake pad wear, the driver may be unaware of the level of brake pad wear which introduces a risk of increased brake noise on application and progressively reduced service brake effectiveness. Brake pads that are worn out increases the risk of a crash.

**Description of the Cause :** NR

Identification of Any Warning NR  
that can Occur :

## Involved Components :

Component Name 1 : Car Configuration File (CCF)

Component Description : Car Configuration File (CCF)

Component Part Number : M9C3-1A324-AD07

Component Name 2 : Car Configuration File (CCF)

Component Description : Car Configuration File (CCF)

Component Part Number : N9C3-1A324-AA12

Component Name 3 : Car Configuration File (CCF)

Component Description : Car Configuration File (CCF)

Component Part Number : P9C3-1A324-AB06

Component Name 4 : Car Configuration File (CCF)

Component Description : Car Configuration File (CCF)

Component Part Number : R9C3-1A324-AE04

## Supplier Identification :

### Component Manufacturer

Name : Jaguar Land Rover Limited

Address : Abbey Road

Whitley, Coventry Foreign States CV3 4LF

Country : United Kingdom

## Chronology :

A Product Safety and Compliance Committee (PSCC) investigation was opened on 17 November 2023 following an internal report of non-display of the brake pad wear indicator on the instrument cluster.

The PSCC requested a team of engineers investigate this matter and report to PSCC the status of their investigations. Between 17 November 2023 and 27 February 2024, the issue was regularly at the PSCC with reviews of the technical system operation as well as understanding if there was a pattern and trend relating to this matter.

At the PSCC of 27 February 2024, the PSCC discussed the scope of this issue and markets where there is a requirement for the pad wear sensor to operate. Based on the feedback provided the PSCC progressed the issue to the Recall Determination Committee (RDC) for review.

The RDC reviewed the issue on 07 March 2024 and concluded that the issue represented a failure to meet the regulated and certified performance standards for brake pad wear indicator and is therefore a defect. The RDC requested that a recall be launched to remedy the affected vehicles.

JLR has received 0 claims or field reports in the USA.

## Description of Remedy :

Description of Remedy Program : Vehicles will have the Car Configuration File (CCF) updated. There will be no charge to the owners for this repair. Customers who have paid for a repair of this defect will be reimbursed by the Jaguar Land Rover reimbursement plan, subject to the usual terms and conditions.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Notifications to dealers will occur on 28 March 2024. Distribution of owner notification letters will occur on or before 10 May 2024.

Planned Dealer Notification Date : MAR 28, 2024 - MAR 28, 2024

Planned Owner Notification Date : MAY 10, 2024 - MAY 10, 2024

\* NR - Not Reported