



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H481ADM1

Subject: Brake Pad Wear Indicator Inoperative	Publication No.: H481ADM1
	Model: E-PACE (X540)
	Model Year: 2021 - 2024
	Date of Issue: 28 March 2024

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 24V-201

Transport Canada (TC) reference number: 2024-167

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 2021 to certain 2024 model year E-PACE vehicles imported into the United States and Canada markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites.

This Safety Recall Administration Bulletin serves as notification to all retailers in the United States and Canada markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. 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 \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on 2021 to certain 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. This is a non-compliance with the requirements of CMVSS 135 and FMVSS 135, Light Vehicle Brake Systems.

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.

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before 10th May 2024.

ACTION TO BE TAKEN

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 required to Quarantine 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 with customers should be updated at the next available opportunity. JLR North America 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 recall to the applicable customers.

The Safety Recall repair procedures and any required software are not currently available. A Safety Recall repair campaign will be published when all repair procedures and all required software are available. This is expected to be completed by 3rd April 2024.

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director