



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

May 07, 2024

SAFETY RECALL H481: Brake Pad Wear Warning Light Failure

Vehicle Affected: Jaguar E-PACE

Model Year: 2021 - 2024

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-201

Dear Jaguar E-PACE Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that certain 2021-2024MY Jaguar E-Pace vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 135 – “Light vehicle brake systems”.

Your vehicle is included in this Recall action.

What is the reason for this program?

As a result of an incorrect setting in the Car Configuration File, the brake pad wear warning light may not appear on the instrument cluster as intended, failing to warn the driver that the brake pads are worn out. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 135, "Light vehicle brake systems."

Driving with worn brake pads can reduce braking ability, increasing the risk of a crash.

What are the warning signs of this condition?

In the event of a worn brake pad, abnormal noises on application and progressively reduced service brake effectiveness will occur when operating the brake.

Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?

Until such time as the recall is completed, customers are advised to check the operation of their braking system daily and contact their Jaguar retailer should they hear any abnormal noises when operating the brake to have this condition evaluated.

What will Jaguar and your authorized Jaguar Retailer do?

Your Jaguar retailer will update the car configuration file software. There will be no charge to the owners for this repair.

What should you do?

Please contact your preferred authorized Jaguar retailer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code ‘H481’.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.



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How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to customers. The work is expected to take approximately 30 mins, 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, LLC.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, 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 **1-800-452-4827, option 9**, and one of our representatives will be happy to assist you.

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 you believe your dealer fails to or is unable to remedy this defect 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 Ave., S.E.,
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you again for selecting Jaguar, your ownership experience is very important to us. 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 Giese
Director, Technical Services - MA-43
Customer Service