



SAFETY RELATED RECALL

Global Recall Action
Number: H475

Subject: Rear Lamp Double Tick Tock	Publication No.: H475
	Model: I-PACE (X590)
	Model Year: 2021 - 2024
	Date of Issue: 14 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.
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 2021 model year to certain 2024 model year Jaguar I-PACE vehicles where in the event of a rear turn signal indicator electrical failure the frequency tell-tale illumination and audible 'tick tock' are unchanged. The frequency tell-tale and audible 'tick tock' will flash at a normal rate

Absence of warning of electrical failure of the rear turn signal indicator, may result in the driver being unaware of a failure. If the driver is unaware of a failure, this may result in the vehicle being operated with a failed rear turn signal indicator, the rear turn signal indicator not being seen by following vehicles and therefore 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, 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:24V-134

Transport Canada (TC) reference number:2024-112

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 2021 - 2024 model year Jaguar I-PACE 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 \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 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. JLR 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 - H475

SROs

Description	SRO	Time
Car Configuration File (CCF) Update	85.86.47	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 H475 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
H475	A	CCF Update	85.86.47	0.2
H475	B	CCF Update Drive in/drive out	85.86.47 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 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).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, email jlrcamp@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

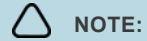
2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



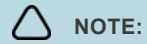
Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [CCF](#) -

- When prompted, select 'As-Built'.

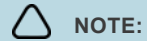
5.



If required.

Select the link to enable transit mode.

6.



If required.

Select the link to enable transit mode.

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

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: H475

Date: month/year

SAFETY RELATED RECALL - Jaguar I-PACE - Rear Lamp Double Tick Tock

Dear

JLR 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 JLR vehicles within a specific production range. 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 on 2021 model year to certain 2024 model year Jaguar I-PACE vehicles where in the event of a rear turn signal indicator electrical failure the frequency tell-tale illumination and audible 'tick tock' are unchanged. The frequency tell-tale and audible 'tick tock' will flash at a normal rate.

Absence of warning of electrical failure of the rear turn signal indicator, may result in the driver being unaware of a failure. If the driver is unaware of a failure, this may result in the vehicle being operated with a failed rear turn signal indicator, the rear turn signal indicator not being seen by following vehicles and therefore increasing the risk of a crash.

What will your JLR retailer/authorized repairer do?

At your visit, your preferred JLR retailer/authorized repairer will update the Car Configuration File (CCF).

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 JLR retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the JLR 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 program code for the action.

If you do not have a JLR retailer/authorized repairer, access www.jaguar.co.uk or www.jaguar.com for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR Limited 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 Recall, contact the Service Manager at the JLR retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience 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, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
JLR Recall H475	
Rear Lamp Double Tick Tock Inoperative	

A concern has been identified on 2021 model year to certain 2024 model year Jaguar I-PACE vehicles where in the event of a rear turn signal indicator electrical failure the frequency tell-tale illumination and audible 'tick tock' are unchanged. The frequency tell-tale and audible 'tick tock' will flash at a normal rate.

Absence of warning of electrical failure of the rear turn signal indicator, may result in the driver being unaware of a failure. If the driver is unaware of a failure, this may result in the vehicle being operated with a failed rear turn signal indicator, the rear turn signal indicator not being seen by following vehicles and therefore increasing the risk of a crash.

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 JLR Corporate Affairs office.

Question 2

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary recall involving 2021 model year to 2024 model year Jaguar I-PACE vehicles. It has been identified that in the case of an electrical failure on the rear turn signal, the driver would not be informed in the expected manner through a double-rate of the tell-tale and 'tick tock'.

Question 3

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

Answer

At 2021 model year, the vehicles should have received the slight change to the lighting electrical load profiles in their Car Configuration File (CCF) to mirror other changes made on the vehicles. However, the load profiles were not updated as required, resulting in the inability for the 'tick tock' and tell-tale to properly inform the driver of an electrically failed rear turn signal. Absence of warning of electrical failure of the rear turn signal indicator, may result in the driver being unaware of a failure. If the driver is unaware of a failure, this may result in the vehicle being operated with a failed turn signal indicator, the turn signal indicator not being seen by following vehicles and therefore increasing the risk of a crash.

Question 4

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

Answer

In the event of an electrically failed rear turn signal, the driver would not be alerted.

Question 5

Does this concern affect vehicle safety?

Answer

Yes. And further, this defect is a non-compliance to the FMVSS108 (United States) and CMVSS108 (Canada).

Question 6

Has JLR received many complaints?

Answer

JLR has received a field report for this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 8

How was the condition discovered?

Answer

The defect was identified through the JLR field reporting process.

Question 9

How long has JLR known about this problem?

Answer

JLR became aware of this issue on 16 November 2023.

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 there are now manufactured with the correct CCF settings.

Question 12

What will the JLR retailers/authorized repairers do to the vehicles?

Answer

Vehicles will have their CCF updated to the correct setting.

There will be no charge to the owners for this repair

Question 13

Which vehicles are affected by this recall?

Answer

2021 model year to 2024 model year Jaguar I-PACE vehicles as below may be affected:

SADHW2S10M1601965 to SADHW2S14R1635429

Question 14

Are other JLR models affected by these actions?

Answer

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

Question 15

Are parts available to rework vehicles?

Answer

No parts are required; this is a software update only.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 24 minutes to complete. Naturally, due to JLR retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns with the safety or operation of their vehicle

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmmedia@jaguarlandover.com