



SAFETY RELATED RECALL

Global Recall Action
Number: H481

Subject: Brake Pad Wear Indicator Inoperative	Publication No.: H481
	Model: E-PACE (X540)
	Model Year: 2021 - 2024
	Date of Issue: 16 April 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 concern has been identified on 2021 model year to certain 2024 model year E-PACE vehicles where, as a result of an incorrect setting in the Car Configuration File (CCF), 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. This will introduce a risk of increased brake noise on application and progressively reduced brake effectiveness. Brake pads that are worn out increase 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 JLR 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.

JLR 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-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 model year to certain 2024 model year E-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 JLR 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 JLR 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 JLR 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 JLR 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 - H481

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 H481 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
H481	A	CCF update	85.86.47	0.2
H481	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

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.

NOTE:


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.

 **NOTE:**

If required.

Select the link to enable transit mode.

6.

 **NOTE:**

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. 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: H481

Date: month/year

SAFETY RELATED RECALL - E-PACE - Brake Pad Wear Indicator Inoperative

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 E-PACE vehicles where, as a result of an incorrect setting in the Car Configuration File (CCF), the brake pad wear indicator does not display where brake pads have worn to a condition where the indicator lamp should display. Without a notification informing the driver of brake pad wear, the driver may be unaware of the level of brake pad wear. This will introduce a risk of increased brake noise on application and progressively reduced brake effectiveness. Brake pads that are worn out increase 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 CCF on your vehicle.

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 JLR 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. **H481**

If you do not have a JLR retailer/authorized repairer, access 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 H481

E-PACE Brake Pad Wear Indicator Inoperative

A concern has been identified on 2021 model year to certain 2024 model year E-PACE vehicles where, as a result of an incorrect setting in the Car Configuration File (CCF), the brake pad wear indicator does not display where brake pads have worn to a condition where the indicator lamp should display.

Question 1

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary safety recall involving 2021 model year to certain 2024 model year E-PACE vehicles. Customers will be asked to take their vehicles to a JLR retailer/authorized repairer to have the software updated to allow the brake pad wear indicator lamp to be displayed when required.

Question 2

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

Answer

Settings in the CCF were incorrect and need to be updated to switch on the brake pad wear indicator lamp when the brake pad wear is at a point that the brake pad wear indicator lamp should display.

Question 3

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

Answer

In the event of a worn brake pad, abnormal noises will occur when operating the brake. If these noises are ignored, vehicle stopping distances may be extended. Brake pads are a consumable item and are expected to wear out, wear is inspected as part of routine servicing schedules.

Question 4

Does this concern affect vehicle safety?

Answer

The progressive onset of abnormal noise warns the driver of the worn brake pads as well as routine servicing which will identify worn brake pads.

Question 5

Has JLR received many complaints?

Answer

JLR has received 2 field reports globally which have been attributed to this issue.

Question 6

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 7

How was the condition discovered?

Answer

The concern was identified through JLR's internal reporting process.

Question 8

How long has JLR known about this concern?

Answer

The concern was first detected internally in September 2023.

Question 9

Is the concern leading you to any concerns regarding the reliability of the vehicle?

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 10

What has JLR done in production?

Answer

Production vehicles have had their CCF software updated.

Question 11

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

Answer

Vehicles will have the CCF software updated.

There will be no charge to the owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

2021 model year to certain 2024 model year E-PACE vehicles as below may be affected:

SADF12GX4M1014560 to SADFL2FX5R1044721*

* Specific vehicles within the Vehicle Identification Number (VIN) range

Question 13

Are other JLR models affected by these actions?

Answer

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

Question 14

Are parts available to rework vehicles?

Answer

Software is available for JLR retailer/authorized repairers to conduct this repair. No parts are required.

Question 15

How much will the recall cost JLR?

Answer

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

Question 16

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer/authorized repairer for the work to be completed.

Question 17

How long does it take for the vehicle 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 18

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

Answer

As instructed in the Owner Guide, customers should check the operation of their braking system daily. Should any concerns arise with the system, or should a driver hear abnormal noises when operating the brake, they are requested to contact their JLR retailer/authorized repairer to have this condition evaluated and appropriate actions completed.

Note:

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