



SAFETY RELATED RECALL

Global Recall Action
Number: H516

Subject: Near Field Sensing Module (NFSM)	Publication No.: H516
	Model: E-PACE (X540)
	Model Year: 2024
	Model: F-PACE (X761)
	Model Year: 2024
Date of Issue: 26 September 2024	

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC. The National Sales Company (NSC), importers, retailers and authorized repairers in Canada, India, Japan and USA.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<p>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.</p> <p>This bulletin supersedes Update Prior to Sale notice Update Prior to Sale (UPS)UPS3824-1 with immediate effect. The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified where, on vehicles with 3D Surround Camera, camera images will not be displayed if a temperature differential builds up between two silicone chips within the Near Field Sensing Module (NFSM), which can trigger the module to enter reset mode. Overheating may occur if the vehicle is in use for an extended period, due to a manufacturing error resulting in missing thermal interface material which normally allows the components to dissipate heat.

In a failed state the camera image display does not meet legislated requirements. Lack of display of the camera image may result in the driver being unaware of objects or pedestrians 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 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.

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The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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The following applies to:
[Guam, Puerto Rico, United States, United States Minor Outlying Islands]

National Highway Traffic Safety Administration (NHTSA) reference number: 24V-677

	The following applies to: [Canada]
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Transport Canada (TC) reference number: 2024-515

	The following applies to: [NORTH AMERICA]
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Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

	The following applies to: [NORTH AMERICA]
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REGULATORY INFORMATION

	The following applies to: [NORTH AMERICA]
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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 2024 model year F-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.

	The following applies to: [NORTH AMERICA]
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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 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 - H516

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty.
Near Field Sensing Module (NFSM)	414123456	1

SROs

Description	SRO	Time
NFSM - Renew	86.80.93	1.2
NFSM (with surround camera) - Update ECU	85.86.56	0.5
NFSM - Dynamic Calibration	05.10.20	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 H516 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	Part Number	Qty.
H516	A	NFSM - Renew	86.80.93	1.2	414123456	1
		NFSM (with surround camera) - Update ECU	85.86.56	0.5		
		NFSM - Dynamic Calibration	05.10.20	0.2		
H516	B	NFSM - Renew	86.80.93	1.2	414123456	1
		NFSM (with surround camera) - Update ECU	85.86.56	0.5		
		NFSM - Dynamic Calibration	05.10.20	0.2		
		Drive in/drive out	10.10.10	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 campaign.

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).

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SERVICE INSTRUCTION

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Renew the [NFSM](#) (see TOPIx Workshop Manual Section 401-01: Parking Aid - Removal and Installation - [NFSM](#)).

DIAGNOSTIC INSTRUCTION

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. Refer to: [Transit Mode](#) (100:00, General Procedures).

3.

NOTE:

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

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4. Select the link to run the [NFSM](#) program module - Refer to: [PROGRAM MODULE](#) (401:00/NFSM,).
5. Disconnect the JLR approved battery support unit.
6. Complete a [NFSM](#) Dynamic Calibration drive cycle (see TOPIx Workshop Manual Section 401-01: Parking Aid - General Procedures - [NFSM](#) - Dynamic Calibration - Vehicles with Surround Camera System).
7. Connect the JLR approved battery support unit.
8. Select the link to run the [NFSM](#) camera calibration status application - Refer to: [NFSM - Camera Calibration Status Application](#) (401:00/NFSM,).

9.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

10.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

11. Follow all on-screen instructions to complete the task.
12. 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: H516

Date: month/year

SAFETY RELATED RECALL - E-PACE and F-PACE - Near Field Sensing Module (NFSM)

Dear

JLR 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 where, on vehicles with 3D Surround Camera, camera images will not be displayed if a temperature differential builds up between two silicone chips within the Near Field Sensing Module (NFSM), which can trigger the module to enter reset mode. Overheating may occur if the vehicle is in use for an extended period, due to a manufacturing error resulting in missing thermal interface material which normally allows the components to dissipate heat.

In a failed state the camera image display does not meet legislated requirements. Lack of display of the camera image may result in the driver being unaware of objects or pedestrians increasing the risk of a crash.

What will your JLR retailer/authorized repairer do?

At your visit, your preferred JLR retailer/authorized repairer will replace and reconfigure the NFSM.

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.

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 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 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 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 H516	
Near Field Sensing Module (NFSM)	

A concern has been identified where, on vehicles with 3D Surround Camera, camera images may not be displayed if a temperature differential builds up between two silicone chips within the NFSM. Where the temperature differential is sufficiently great, the NFSM will enter a fail-safe mode which may reset post a "deep sleep" between ignition cycles.

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 Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com

Question 2

Why is JLR recalling certain models?

Answer

JLR is conducting a safety recall involving certain 2024 model year vehicles installed with 3D Surround Camera. Customers will be asked to take their vehicles to an approved repairer to have the NFSM module replaced.

Question 3

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

Answer

Investigations have determined that during normal vehicle use a temperature differential can build up between two components within the NFSM which can trigger the module to enter reset mode. Overheating may occur if the vehicle is in use for an extended period. One of the silicon chips is missing thermal interface material which normally allows the components to dissipate heat.

Question 4

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

Answer

In the event of this issue occurring, no camera images will be shown on the display, an error message will be shown instead.

Question 5

Does this concern affect vehicle safety?

Answer

This is a regulatory compliance concern, but in the event of cameras image not displaying, the driver may be less aware of objects or pedestrians increasing the risk of a crash.

Question 6

Has JLR received many complaints?

Answer

JLR has received 1 field report which has been attributed to 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 JLR's field reporting process.

Question 9

How long has JLR known about this problem?

Answer

The field report of this issue was filed in May 2024.

Question 10

Is the defect 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 11

What has JLR done in production?

Answer

The supplier's NFSM assembly process has been modified to make sure the correct application of thermal interface material is used.

Question 12

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

Answer

Vehicles will have the NFSM module replaced. There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2024 model year E-PACE and F-PACE vehicles as below may be affected (specific vehicles within the Vehicle Identification Number (VIN) ranges).

- E-PACE - SADFA2AN0R1043231 to SADFA2AN0R1043875
- F-PACE - SADCT2FU9RA730608 to SADCA2AN4RL994040

Question 14

Are other JLR models affected by these actions?

Answer

This condition also affects certain Range Rover, Range Rover Sport, Range Rover Velar, Range Rover Evoque, Discovery Sport and Defender vehicles, and a similar action is being taken under campaign N927.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailers/authorized repairers to conduct this repair.

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 be contacted and invited to make an appointment with a JLR retailers/authorized repairer for the work to be completed. In some countries, recall information is available online through the Jaguar brand web site. Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

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 2 hours 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

Affected customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible. Should there be any camera display error message shown in the PIVI screen, drivers are requested to take extra care when reversing or parking their vehicles. Parking distance sensors continue to operate.

Note:

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