customer service JR

RECALLS

SAFETY RECALL H481 – BRAKE PAD WEAR INDICATOR INOPERATIVE	
AFFECTED MODELS	21-24MY E-PACE
VOLUME AFFECTED	US 2842 CA 102
REPAIR	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. Affected vehicles require a car configuration file update.
REPAIR TIME	0.2 hrs + DIDO
CAMPAIGN LAUNCH	Admin notification bulletin published March 28th, 2024. Repair bulletin is TBC.
NOTES	Please refer to the warranty portal for affected vehicles and in BBSS to identify affected vehicles in inventory which must be repaired before sale and delivery. Sold vehicles must be repaired at the next service visit. As of April 1st, 80 new affected vehicles open in this recall are in retailer inventory.

SAFETY RECALL N778 – REAR SURROND CAMERA BEZEL – WATER INGRESS	
AFFECTED MODELS	18–22MY L405 Range Rover and L494 Range Rover Sport
VOLUME AFFECTED	US 58,729 CAN 9,463
REPAIR	A concern has been identified where the reversing camera may display a poor image or no image at all because of water ingress into the camera housing/bezel. Lack of display of the rear camera image may result in the driver being unaware of objects or pedestrians behind the vehicle increasing the risk of an accident. The rear camera will be removed, inspected, replaced if the inspection fails and reinstalled with a new seal.
REPAIR TIME	0.6 hrs. + DIDO
CAMPAIGN LAUNCH	A repair bulletin published on February 22nd, 2024, for 18-22MY Range Rover only The bulletin will be re-issued to add the Range Rover Sport repair when the additional Nitto foam seals required for that model are available to be ordered by retailers. Timing is estimated to by early May. As re-iterated in the associated Aftersales Bulletin NAS24.04.002, Range Rover Sport vehicles must not be repaired until the bulletin is re-issued with that specific repair instruction. Some Range Rover Sport vehicles have been claimed in error and are subject to review and additional repair.
NOTES	Clients were notified via mail before March 8th, 2024. Range Rover Sport clients will receive a 2nd notification once the repair has been published.

CUSTOMER LOVE | UNITY | INTEGRITY | GROWTH | IMPACT