

H491 - Chronology of Defect / Non-compliance Determination:

A Product Safety and Compliance Committee (PSCC) investigation was opened in September, 2021, following facia supplier reports of in-house Lot Acceptance Test (LAT) issues with passenger airbag deployment. The PSCC requested a review be completed by the responsible Jaguar Land Rover (JLR) Engineering teams to understand the issue reported.

During the remainder of 2021 and the start of 2022, the investigating team reviewed supplier data and testing evidence to understand the nature of the LAT failures and factors influencing the test results. The investigation status continued to be reported to PSCC during this period.

Through Quarter 2 2022, the team worked with the facia supplier to understand test methods and techniques as well as to better understand the supplier problem solving actions already conducted. The outcomes were reviewed regularly at PSCC through Q2 2022 and into Q3 2022 with exploration of the influencing factors that could lead to abnormal deployments and to define lines of investigation to understand if these factors are present in production parts or unique to the parts used in the LAT.

During Quarters 3 and 4 2022, experiments were designed to show what factors needed to be present in the fascia to influence the deployment of the passenger airbag. These factors were then systematically introduced into experiments to define the factors needing to be present and allow the investigation to progress. PSCC reviewed the progress and status during the course of this time.

During Quarter 4 2022 and Quarter 1 2023, investigations were conducted into the influence that the passenger airbag has on deployment and what factors influence the deployment through the facia. The system testing continued through August 2023 at which point further investigations into the matter extended to vehicle level tests.

During September and October 2023, vehicle level tests were started, the results of these tests were reported to PSCC. Testing continued throughout the remainder of 2023 and into 2024. The last investigative testing concluded in February 2024 where the final results, assessments and evaluations of the LAT issues were finalized and presented to PSCC for review.

During March and early April 2024, these results together with the understanding of all of the influences and related evidence for the LAT test issues were thoroughly reviewed at PSCC. This review recognized that the facia passenger airbag deployment door panel was, on some facias, inadequately weakened leading to higher forces required to break through. With this understanding, at the 9 April 2024 PSCC it was agreed to progress the matter to the Recall Determination Committee (RDC).

The RDC reviewed the matter on 11 April 2024 and concluded that there was evidence of an unreasonable risk to safety and instructed a safety recall be completed to remedy this defect.

JLR has received 0 claims or field reports in the USA.