



SAFETY RELATED RECALL

Global Recall Action
Number: H552

Subject: Passenger Airbag Replacement	Publication No.: H552
	Model: E-PACE (X540)
	Model Year: 2021 - 2024
	Date of Issue: 28 November 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<p>This recall H552 supercedes H491 recall. Any affected vehicles must be completed under this recall.</p> <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 (UPS) UPS3125-2 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 on certain 2021 model year to 2024 model year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

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 must 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 Company (NSC), 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: 25V-466

Transport Canada (TC) reference number: 2025-375

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]

REGULATORY INFORMATION



The following applies to:
[NORTH AMERICA]

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 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 \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 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]

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 select 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 - H552

Parts Information

Parts for this campaign are being distributed to market(s) as required. Parts must only be ordered when a confirmed repair date is set.

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

An allowance equivalent to £20 sterling is allocated for the disposal of the old passenger airbag.

Description	Part Number	Qty
Passenger airbag - ROW specification	541123460	1
Passenger airbag - NAS specification	541123459	1
Bolt	C2S39739	8

SROs

Description	SRO	Time
Install passenger airbag	76.73.37	1.1
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 must be submitted quoting program code H552 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.

JLR retailers / authorized repairers are required to record the serial number of the passenger airbag module they are installing into vehicle. The new serial number must be entered into the warranty portal when the claim data entry is made. JLR retailers / authorized repairers are requested to keep a record of the installed passenger airbag module serial number as well.

Program	Option	Description	SRO	Time	Part Number	Qty
H552	A	Install passenger airbag - ROW specification	76.73.37	1.1	541123460	1
					C2S39739	8
H552	B	Install passenger airbag - ROW specification Drive in / drive out	76.73.37	1.1	541123460	1
			10.10.10	0.2	C2S39739	8
H552	C	Install passenger airbag - NAS specification	76.73.37	1.1	541123459	1
					C2S39739	8
H552	D	Install passenger airbag - NAS specification Drive in / drive out	76.73.37	1.1	541123459	1
			10.10.10	0.2	C2S39739	8



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 must 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



NOTES:

- 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).
- **An allowance equivalent to £20 sterling is allocated for the disposal of the old passenger airbag. To log the passenger airbag disposal expense, use code ZZZ302 and follow the designated related damage process.**

SERVICE INSTRUCTION



WARNINGS:

- To prevent accidental deployment, you must power down the [Restraints Control Module \(RCM\)](#). Wait at least 2 minutes after you disconnect the 12V system before you do any work on the [Supplementary Restraint System \(SRS\)](#). If you do not follow these instructions, it can cause injury or death.
- Do not connect any electrical test device or equipment to the [SRS](#) connectors.
- Always wear safety glasses when working on an airbag equipped vehicle and when handling an airbag. Failure to follow this instruction may result in personal injury.



NOTE:

The parts return instructions in the new passenger airbag module packaging are to be ignored. The removed passenger airbag module is to be disposed of in line with standard procedures and in accordance with market processes. Refer to TOPIx section 501-20B: Supplementary Restraint System for more information and Special Service Tool release note JLRSSST132 for latest airbag deployment tool kit information.

1.



CAUTION:

The airbag must be disposed of safely and in accordance with all applicable local regulations, (see TOPIx workshop manual section 501-20: Supplementary Restraint System - General Procedures - Airbag Disposal) and Special Service Tool release note JLRSSST132 for latest airbag deployment tool kit information.



NOTE:

JLR retailers / authorized repairers are required to record the serial number of the passenger airbag module they are installing into vehicle. The new serial number must be entered into the warranty portal when the claim data entry is made. JLR retailers / authorized repairers are requested to keep a record of the installed passenger airbag module serial number as well.

Renew the passenger airbag module, (see TOPIx workshop manual section 501-20: Supplementary Restraint System - Removal and Installation - Passenger Airbag).

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: H553

Date: month/year

SAFETY RELATED RECALL - E-PACE - Passenger Airbag Replacement

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, explaining the actions that we intend to take and what you must do.

Why are we contacting you?

A concern has been identified on certain 2021 model year to 2024 model year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

What will your JLR retailer / authorized repairer do?

At your visit, your preferred JLR retailer / authorized repairer will replace the passenger airbag.

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 your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The Program Number for the action. H552

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 immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information 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 Center 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

<h1>Technical Questions And Answers</h1>	
<p>FOR USE ON ENQUIRY</p>	
<p>JLR H552</p>	
<p>Jaguar E-PACE Passenger Frontal Airbag Replacement (Inappropriate Passenger Airbag Deployment)</p>	

A concern has been identified on certain 2021 to 2024 Model Year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

Question 1

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary safety recall involving 2021 – 2024 Model Year Jaguar E-PACE vehicles. Customers will be asked to take their vehicles to an approved repairer to have passenger airbag module replaced.

Question 2

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

Answer

Engineering testing has revealed that the folding of the airbag cushion within the passenger airbag module has not been consistent during the production period concerned, which can result in the airbag tearing during deployment. A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gases which may cause burns to occupants.

Question 3

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

Answer

This concern is invisible to the customer until airbag deployment, at which point the airbag may not provide the adequate cushioning in the event of an accident.

Question 4

Does this concern affect vehicle safety?

Answer

Yes.

Question 5

Has JLR received many complaints?

Answer

JLR has not received any complaints attributed to this concern.

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

Are there any precautions that can be taken to minimize the risk until the corrective measures are implemented?

Answer

Affected customers will be contacted as soon as the remedy is available and asked to book an appointment at their earliest convenience.

Question 8

How was the concern discovered?

Answer

The concern was identified through instrument panel supplier lot acceptance testing.

Question 9

How long has JLR known about this problem?

Answer

It became clear that there was a risk to the safety of our customers in June 2025.

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

Production vehicles have had an updated folding process applied during the airbag production process.

Question 12

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

Answer

Vehicles will have the passenger airbag module and associated components replaced. There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

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

SADFA2BN1M1008978 to SADFL2FX2R1048905*

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

Question 14

Are other JLR models affected by these actions?

Answer

Certain Range Rover Evoque vehicles are also affected by this concern and action is being taken under safety recall N945.

Question 15

Are parts available to rework vehicles?

Answer

The recall will be launched when parts are available in sufficient quantity for JLR retailer / 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 retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the brand's 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 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 1 hour to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

Note:

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