



# ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall Action  
Number:  
H552ADM2

Changes are highlighted in blue

<b>Subject:</b>  <b>Passenger Frontal Airbag Replacement</b>	Publication No.: H552ADM2
	Model: E-PACE (X540)
	Model Year: 2021 - 2024
	Date of Issue: 24 September 2025

<b>To:</b>	JLR North America, LLC and JLR Canada ULC.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

This recall publication replaces and supersedes the H553 UPS3125 Quarantine notification published 10th July 2025

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 retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

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**The following applies to:**  
[NORTH AMERICA]

### REGULATORY INFORMATION

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**The following applies to:**  
[NORTH AMERICA]

JLR North America, LLC and JLR 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 to 2024 model year E-PACE vehicles imported into the United States and Canada markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites.



**The following applies to:**  
[NORTH AMERICA]

This Safety Recall Administration Bulletin serves as notification to all retailers in the United States and Canada markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Violation of this requirement by a 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.

#### **DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION**

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.

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.

#### **OWNER NOTIFICATION**

Initial owner notification is expected to occur on or before 5th September 2025

#### **ACTION TO BE TAKEN**

Retailers and authorized repairers are advised that a recall campaign has been declared but is not yet launched for repair. While repair instructions and parts are currently unavailable, action must be taken to prevent sale or handover of affected vehicles. Refer to the JLR Warranty Portal to confirm vehicle eligibility, as only those listed are impacted.

Affected new vehicles within your control must be quarantined and withheld from sale or customer handover until the rework action is complete.


Vehicles already with customers must be updated at the next available opportunity when the repair is available and published. JLR recommends that affected demonstrator and loan vehicles are repaired prior to use, and that used vehicles are repaired prior to resale. Where legally permitted, retailers and authorized repairers who select to proceed against this recommendation must clearly and conspicuously disclose the open recall status to customers.

The recall repair campaign will be published when all repair procedures and all required parts are available. This is expected to be completed in early 2026. Contact your NSC Regional Office for more information.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

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

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 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 [Jaguar Land Rover \(JLR\) Corporate Media office](#) on +44-(0)2475-361000 or [jlrmmedia@jaguarlandrover.com](mailto:jlrmmedia@jaguarlandrover.com)