IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

November 13, 2026

SAFETY RECALL E008: DCDC converter failure leading to loss of propulsion

Vehicles Affected: 2021-2024MY Jaguar E-PACE, Jaguar F-PACE

National Highway Traffic Safety Administration (NHTSA) Recall Number: 26V-599

Dear Jaguar Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain vehicles as listed above.

Your vehicle is included in this Recall action.

What is the reason for this program?

A concern has been identified on Jaguar Mild Hybrid Electric Vehicles (MHEVs) where the DC-DC converter may malfunction due to an electrical overload that can occur during high power demand. Additionally, a software error can cause the DCDC converter to stop functioning at vehicle start-up under certain circumstances.

Failure of the DC-DC converter will result in the loss of 12-Volt system charging and can lead to complete loss of drive power and exterior lighting. A loss of drive power increases the risk of a crash.

NOTE: If you previously received notification for Jaguar Safety Recall H575 (NHTSA ID: 26V-248), your vehicle will now be remedied under this Jaguar Safety Recall E008 (NHTSA ID: 26V-599)

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What are the warning signs of this condition?

Within 10 seconds of the failure, a red warning message saying “Stop Safely Electrical Fault Detected” will be displayed. Progressively as the 12V system loses charge, warnings including but not limited to Lane Keep Assistance being disabled, Suspension Fault, Stability Control Fault may be shown. Should the vehicle continue to be driven, the vehicle will shift into neutral with a gearbox fault shown. The engine will continue to run for a period of time, and exterior lighting will remain available after the center screen and air conditioning switches off.

Eventually, the engine will shut down and, sometime later, the battery will lose sufficient power to sustain exterior lighting.

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

You are advised to be aware of warnings presented on the dashboard, stop the vehicle safely when instructed to do so and seek qualified assistance.

What will Jaguar and your authorized Jaguar retailer do?

Your authorized Jaguar retailer will update your vehicle's software to ensure adequate load-balancing at times of high demand, as well as correcting the start-up stability software error. In addition, the software will introduce a protective “limp-home” mode which will provide a warning followed by a power derate in the event of the DCDC converter going offline for any reason. There will be no charge to the owners for this repair.

Please be advised that Jaguar does not yet have the software update and final repair procedure available to complete this repair. When all software and repair processes are available you will receive a 2nd notification letter.

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way, Mahwah, NJ 07495 Tel: 201.818.8500

What should you do?

When you receive the 2nd notification letter, please follow the repair instructions provided. If a retailer appointment is required, please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'E008'.**

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 When the repair procedure has been confirmed, your Jaguar retailer / authorized repairer can provide you with a better estimate of the overall time for the service visit.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

Attention Leasing Agencies: Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

What should you do if you have further questions?

If you have any questions or concerns regarding this program, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Jaguar Customer Relationship Centre at **1-800-452-4827, option 9,** and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: **jagweb1@jaguarlandrover.com**. Please include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If your retailer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 800-275-9171);** or go to **http://www.safercar.gov**.

Jaguar appreciates your confidence in our product and wishes to do everything we can to retain that confidence. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,

K Davenport

Kate Davenport
Director, Technical Services
Jaguar Land Rover North America, LLC.