



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H575ADM3

Changes are highlighted in blue

Subject: DCDC Converter Failure Leading to Loss of Propulsion	Publication No.: H575ADM3
	Model: E-PACE (X540)
	Model Year: 2021 - 2024
	Model: F-PACE (X761)
	Model Year: 2021 - 2024
	Model: XF (X260)
	Model Year: 2021
	Model: XE (X760)
	Model Year: 2021 - 2024
	Date of Issue: 30 September 2026

To:	JLR North America, LLC and JLR Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer. This bulletin has been re-issued to amend issue description text and updated Q and A

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on Jaguar and Land Rover [Mild Hybrid Electric Vehicle \(MHEV\)](#)'s where insufficient electrical load balancing during times of high demand can lead to a current overload condition and malfunction of the [Direct Current to Direct Current \(DC/DC\)](#) converter.

A failure of the [DC/DC](#) converter will result in a loss of 12V system charging, and a "Stop Safely Electrical Fault Detected" red warning. If the customer ignores this warning and continues to drive, additional warnings may appear. Continuation of the journey will result in the vehicle losing motive power and coasting to a stop after a period of time, and eventually losing exterior lighting. A loss of motive power, or of vehicle lighting, will increase the risk of a crash.

Refer to TOPIx for current Special Service Messages and diagnosis workflows, as normal, for any [High Voltage \(HV\)](#) system faults.

ACTION TO BE TAKEN

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.

Retailers/authorized repairers are required to Quarantine affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already with customers should be updated at the next available opportunity. JLR recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

National Highway Traffic Safety Administration (NHTSA) reference number: 26V-248



The following applies to:
[NORTH AMERICA]

Transport Canada (TC) reference number: 2026-195



The following applies to:
[NORTH AMERICA]

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.



The following applies to:
[NORTH AMERICA]

REGULATORY INFORMATION



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 and F-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.



The following applies to:
[NORTH AMERICA]

OWNER NOTIFICATION



The following applies to:
[NORTH AMERICA]

Initial owner notification occurred by 12th June 2026.

This recall repair procedure and required software is not currently available. We are expecting to launch the recall repair campaign by January 2027.

Yours faithfully

Steve Oldham

Global Customer Care Experience Director

Technical Questions And Answers	JLR
FOR USE ON ENQUIRY	
JLR Recalls D126 and H575	
Direct Current to Direct Current (DC/DC) Converter Failure Leading to Loss of Propulsion	

As part of our ongoing commitment to customer safety, we are launching a recall to address a defect in [Mild Hybrid Electric Vehicle \(MHEV\)](#)'s which can lead to the [DC/DC](#) converter failing, leading to a loss of 12V power.

Why are you recalling my car?

The [DC/DC](#) converter is a module which manages the electrical current and converts it from the higher voltage [MHEV](#) system down to the 12V system, which supports many everyday vehicle functions. A potential issue has been discovered whereby, in some circumstances, this module may not operate as intended, affecting the charging of the 12V system. Should this occur, you will receive a "Stop Safely, Electrical Fault Detected" warning. If you continue to drive the vehicle after the warning, certain systems may lose power; firstly some driver assistance systems, then to the engine and eventually to the exterior lights.

Has JLR received many complaints?

JLR has received a number of field reports related to this issue.

Have there been any accidents, injuries or fires?

There have been no reported accidents, injuries or fires as a result of this.

What's the solution?

Vehicles will have their software updated to ensure adequate load-balancing at times of high demand. 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 [DC/DC](#) converter going offline for any reason.

There will be no charge for this remedy.

When can I bring my car in for repair?

We are expecting to launch the recall campaign by January 2027, when we will invite you to book an appointment with a JLR retailer / authorized repairer.

Why can't my car be repaired yet?

We are working to release the software which is a complex process. We will contact you as soon as the software is available to repair your car.

Is it safe to drive my car?

Yes. We have not issued a "stop-drive" instruction in this case. However, if you receive a red warning on your dashboard note that the handbook states you must pull over as soon as it is safe to do so, and seek qualified assistance. If you receive a red warning and continue to drive, the resulting repair may be more time-consuming and invasive.

Are there any precautions that I can take to minimize the risk until the repair is completed?

You are advised to be aware of warnings presented on the screen, and stop the vehicle safely when instructed to do so. You will be contacted directly by JLR and are advised to book your vehicle in for repair as soon as possible when the remedy becomes available.

What happens in the event of the problem occurring on my car?

If the [DC/DC](#) converter fails in your car, you will receive a red warning on your dashboard within 10 seconds telling you to "Stop Safely, Electrical Fault Detected". Should you continue to drive you will see progressive systems failing to work properly, resulting in the gearbox changing to neutral and the vehicle coasting to a stop. The 12V system will be able to sustain exterior lighting for a time, but will eventually drain and you will also lose lights which will make it harder for other road users to see you.

In the event you experience this before a permanent fix is available, reach out to your preferred JLR retailer who will discuss a solution to get you back on the road.

How have you fixed the problem in production?

At this time, we do not believe current production vehicles are affected by this condition.

How and when did you find out about the problem?

We have had a dedicated team looking into this since late 2025.

I've heard about this recall but I'm not sure if my car is affected, how would I know?

You can check to see if your car has an open recall on these websites, or by contacting a JLR retailer / authorized repairer directly:

<https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

<https://topix.landrover.jlrext.com/topix/vehicle/lookupForm>

What if I don't want my car to be repaired?

We strongly recommend that you do have your car repaired, and there is a risk to your safety, and the safety of others, if you do not. Your safety is our top priority and to that end, you should have your car repaired.

I understand the risks and still don't want the repair, what do I do?

In some countries, the law states that a car cannot pass its regular inspections (such as UK MOT or German TUV) without safety recalls being repaired first. In these countries, your vehicle will need to be declared as off-the-road officially. In other countries, you may be offered a legal document to sign, stating that you have been informed of, and accept, the risks of not having the work completed.

Note:

Any Press enquiries must be referred to the JLR Public Affairs office on +44-(0)2475-361000 or jlrmmedia@jaguarlandrover.com