



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

June 10, 2026

SAFETY RECALL H575 – Direct Current to Direct Current (DC/DC) Converter Failure

Vehicle Affected: 2021-2024 Jaguar F-PACE, 2021-2022 Jaguar E-PACE

National Highway Traffic Safety Administration (NHTSA) Recall Number: 26V-248

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?

Jaguar is conducting a safety recall to address a defect in Mild Hybrid Electric Vehicles (MHEV), where the DC/DC converter can fail due to a fault in the boost control microchip.

A failure of the DC/DC converter will result in a 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.



What are the warning signs of this condition?

If a fault is detected the vehicle will display a “Stop Safely, Electrical Fault Detected” warning. If you receive this red warning on your dashboard, please pull over as soon as it is safe to do so, and seek qualified assistance. If you continue to drive the vehicle after the warning, certain systems may lose power; initially to some driver assistance systems, then to loss of engine drive power and eventually to loss of the exterior lights.

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

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?

Jaguar is carrying out a recall of these vehicles to have the DC/DC Converter fault repaired. There will be no charge to the owners for this repair.

The remedy for this recall is currently under development. When the repair process and any necessary parts or software are available you will receive a 2nd notification letter.

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 H575.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to customers. When the repair procedure has been confirmed, your retailer can provide you with an estimate of the overall time for any required service visit.

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 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, NA, LLC.

What should you do if you have 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,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover North America, LLC.