



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: H557 UPS3925-2

Subject: SVR Rear Bumper Valance not fully retaining to bumper	Publication No.: H557 UPS3925-2
	Model: F-PACE (X761)
	Model Year: 2026
	Date of Issue: 05 August 2025
	Expiry Date: 05 August 2027

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<p>Rest of World: Quarantine in JLR retailer / authorized repairer or applicable NSC location.</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 campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign. This campaign does not apply to any vehicles already registered and in use, either with the JLR retailer / authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign.</p> <p>This bulletin supersedes Update Prior to Sale (UPS) UPS3925-1 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

A potential concern has been identified on specific vehicles within the above vehicle range.

The rear bumper cover on certain 2026 model year SVR F-PACE vehicles may have been manufactured where clips required to provide the rigidity of the bumper cover have not been installed. As a result, the bumper cover will be overly flexible and away from the intended, permissible amount of flexibility.

ACTION TO BE TAKEN

This campaign directs JLR retailer / authorized repairer to quarantine any unsold vehicles in the affected vehicle range.

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 retailer / 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.

Refer to the warranty section of this campaign for details of the 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.

CUSTOMER COMMUNICATION

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

'JLR are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles. JLR have advised us that there is an update to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this update may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best possible.'

If necessary, you may communicate technical details of the repair or update that is required on the vehicle, this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and JLR retailer / authorized repairer with regards to the launch of any [UPS](#) notice.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, contact the Customer Relationship Center (CRC) in the first instance for help and support.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H557 UPS3925-2

SROs

Description	SRO	Time
Inspection	05.10.10	0.1
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 H557 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.

Program Code	Option	Description	SRO	Time
H557	A	Inspection	05.10.10	0.1
H557	B	Inspection Drive in / drive out	05.10.10 10.10.10	0.1 0.2

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

NOTE:

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).

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[REMOVAL AND INSTALLATION: SERVICE INFORMATION](#)

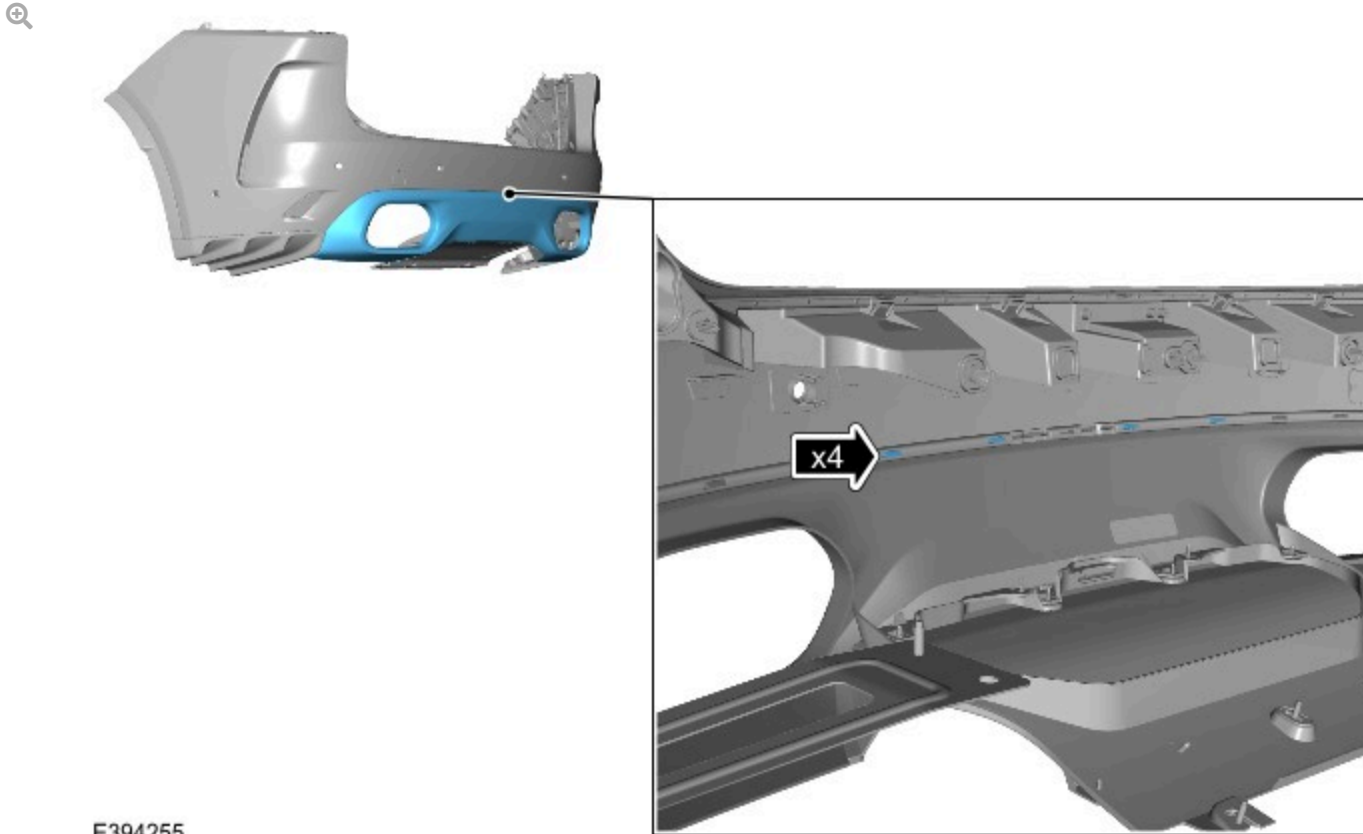
[REMOVAL AND INSTALLATION: SERVICE INSPECTION](#)

SERVICE INFORMATION

This campaign will be re-issued with a **SERVICE INSTRUCTION** to repair the vehicles when all necessary procedures and parts required are available.

SERVICE INSTRUCTION

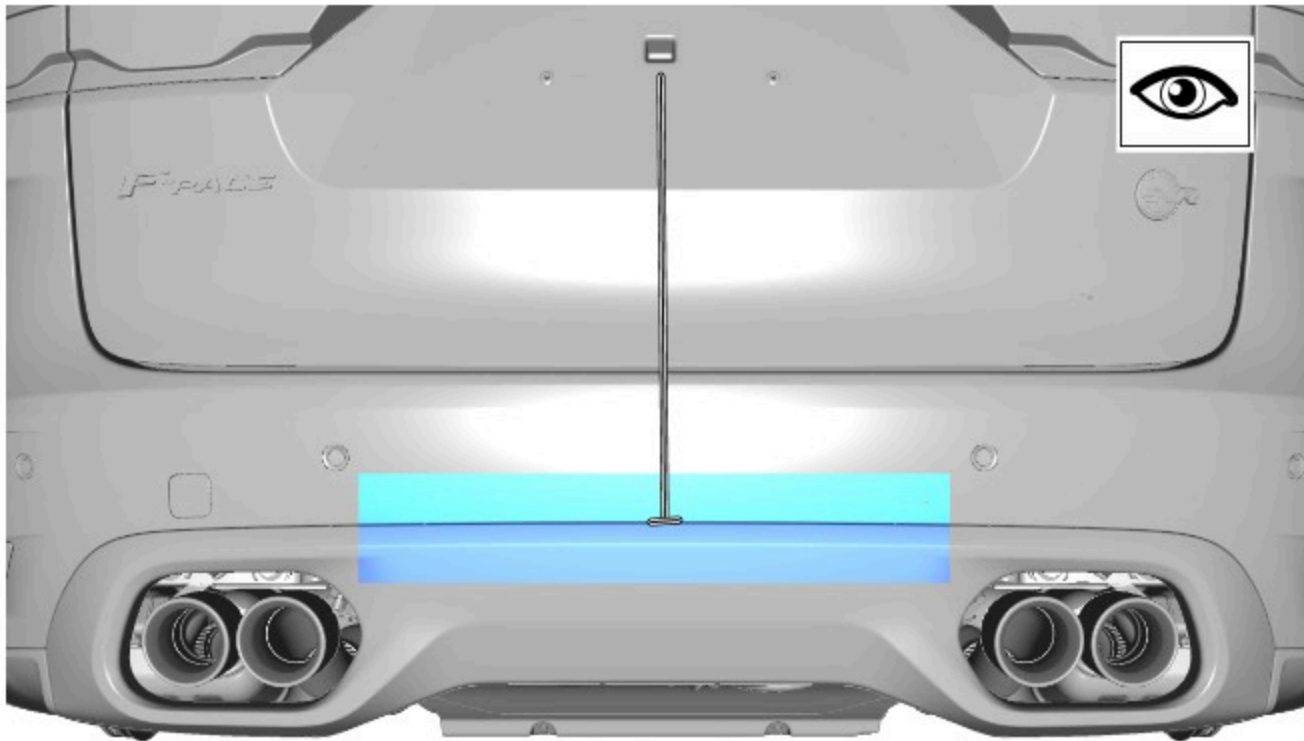
1. The illustration shows the 4 rear bumper valance center clips which may not be securely installed to the rear bumper cover.



E394255

SERVICE INSPECTION

1. Locate the center point of the rear bumper valance to rear bumper cover, as shown in the illustration.



E394252

SERVICE INSTRUCTION

2.

NOTE:

Hand pressure must be applied to the rear bumper cover, not the rear bumper valance.

Apply firm, but not excessive, hand pressure to the rear bumper cover in the area identified in the previous step.

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NOTE:

1 or more of the 4 rear bumper valance center clips will be visibly detached from the rear bumper cover.

- If a visible gap **is** present between the rear bumper valance and the rear bumper cover, as shown in the illustration with the **RED X**, **continue to hold the vehicle**.
- If a visible gap **is not** present between the rear bumper valance and the rear bumper cover, as shown in the illustration with the **GREEN ✓**, **release the vehicle**.



E394253

