

NON-COMPLIANCE RECALL H213 (NHTSA
19V-351): REGENERATIVE BRAKING SYSTEM
NON-COMPLIANCE



NAS19.05.015 | RECALL

| USA

AFTERSALES BULLETIN

MAY 23, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall on certain 2019-2020 model year Jaguar I-PACE vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists.

United States Federal law requires retailers to complete any outstanding Safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,780.00 per vehicle.

This Aftersales Bulletin serves as notification to all Jaguar retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

DESCRIPTION OF ISSUE

A concern has been identified on a limited number of 2019-2020 model year Jaguar I-PACE Electric vehicles where, in the event of a failure of the electrical regenerative braking system, the time to achieve the required compensation from the initial brake request does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.1.3, *Regenerative Braking Systems*.

The driver will experience a momentary reduction of deceleration at the moment of loss of electrical regenerative braking until the foundation brakes function. This concern does not impact the foundation braking functionality.

AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: 2019-2020

VIN: SADHD2S18K1F60202-SADHC2S10K1F76736

..... SADHB2S15L1F78891-SADHC2S1XL1F79239

A total of 3,083 vehicles are potentially affected in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Vehicles in this condition do not meet the regulated requirement. Stopping distance may be extended and could increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will update the Powertrain Control Module (PCM) software to the latest level. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owners will receive a notification by mail on or before July 1, 2019.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD 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 in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin H213NAS, *Non-Compliance Recall: Regenerative Braking System Non-Compliance*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H213	A	Powertrain Control Module (PCM) - Update	85.18.03	0.2	-	-
H213	B	Powertrain Control Module (PCM) - Update	85.18.03	0.2	-	-
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

SAMPLE OWNER LETTER: NON-COMPLIANCE RECALL H213

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SADXXXXXXXX1XXXXXX

July 2019

Non-Compliance Recall H213: Regenerative Braking System Non-Compliance

Vehicle Affected: Jaguar I-PACE

Model Year: 2019-2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-351

Dear Jaguar I-PACE Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that certain 2019-2020 model year Jaguar I-PACE vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 135 Light Vehicle Brake Systems.

Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified on a limited number of 2019-2020 model year Jaguar I-PACE Electric vehicles where, in the event of a failure of the electrical regenerative braking system, the time to achieve the required compensation from the initial brake request does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.1.3, *Regenerative Braking Systems*.

The driver will experience a momentary reduction of deceleration at the moment of loss of electrical regenerative braking until the foundation brakes function. This concern does not impact the foundation braking functionality.

Vehicles in this condition do not meet the regulated requirement. Stopping distance may be extended and could increase the risk of a crash.

What will Jaguar and your authorized Jaguar retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will update the Powertrain Control Module (PCM) software to the latest level.

There will be no charge for this repair under this program.

What should you do?

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 **'H213'**.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: jagweb1@jaguarlandrover.com.

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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied 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 Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a long horizontal flourish extending to the right.

Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: NON-COMPLIANCE RECALL H213

Main Message: in the event of a failure of the electrical regenerative braking system, the time to achieve the required compensation from the initial brake request does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.1.3, *Regenerative Braking Systems*.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please make sure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr
Vice President, Communications & Public Affairs
Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

Nathan Hoyt
Product Communications Manager
Jaguar Land Rover North America, LLC

nhoyt@jaguarlandrover.com

Office: +1-201-818-8316

Cell: +1-551-427-3199

Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A Vehicles in the described condition do not meet the regulation requirement. Stopping distance may be extended and could increase the risk of a crash.

Q3 Can you tell me more about what is wrong with the vehicles?

A A concern has been identified on a limited number of 2019-2020 model year Jaguar I-PACE Electric vehicles where, in the event of a failure of the electrical regenerative braking system, the time to achieve the required compensation from the initial brake request does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.1.3, *Regenerative Braking Systems*.

The driver will experience a momentary reduction of deceleration at the moment of loss of electrical regenerative braking until the foundation brakes function. This concern does not impact the foundation braking functionality.

Q4 How would the customer become aware of potentially having this concern?

A There is no warning related to this condition.

Q5 Does this concern affect vehicle safety?

A Friction brake system operation remains fully functional. This matter relates to system compliance with regulated requirements.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any consumer complaints in regards to this matter.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A During the course of future product engineering testing, transition timing of the failed state electrical regenerative brake system to friction brake system was reviewed and found to deviate from the regulated standard.

Q9 How long has Jaguar Land Rover known about this problem?

A The investigation into the issue began in April 2019.

- Q10** Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?
- A** We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.
- Q11** What has Jaguar Land Rover done in production?
- A** Production vehicles are manufactured with the latest level brake system software.
- Q12** What will an authorized Jaguar retailers do to the vehicles?
- A** Authorized Jaguar retailers will update the Powertrain Control Module (PCM) to the latest level.
- Q13** Which vehicles are affected by this recall?
- A** Select 2019-2020 model year Jaguar I-PACE vehicles within the following VIN ranges are affected:
- SADHD2S18K1F60202-SADHC2S10K1F76736
 - SADHB2S15L1F78891-SADHC2S1XL1F79239
- Q14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models, other than those listed on this document, are known to be affected by this condition.
- Q15** Are parts available to rework vehicles?
- A** Yes, the necessary software is available for authorized Jaguar retailers to conduct this repair.
- Q16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q17** How do I know if my Jaguar vehicle is affected?
- A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Jaguar retailer for the work to be carried out.
- Q18** How long does it take for the vehicle to be inspected and repaired?
- A** The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 30 minutes. Due to retailer schedules, vehicles may be required for longer.
- Q19** Can I continue to drive my Jaguar vehicle safely until it has been recalled?
- A** Customers are advised to contact an authorized Jaguar retailer should they have any concerns regarding their vehicles.