

SAFETY RECALL H282 (NHTSA 20V-082) - FRONT ROW RIGHT SEAT FRAME FIXINGS



NAS20.03.016 | RECALL

USA

AFTERSALES BULLETIN

MARCH 24, 2020

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on one 2020 model year Jaguar I-PACE vehicle 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 noncompliance exists.

United States Federal law requires retailers to complete any outstanding 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 \$22,329.00 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.

NOTE: THIS BULLETIN UPDATES NAS20.02.020.

DESCRIPTION OF DEFECT

An issue has been identified on certain vehicles within the listed Affected Vehicle Range, where one or more of the fasteners on the Right-Hand Front Seat frame assembly may be missing or incorrectly assembled. Where one or more seat fasteners is missing, the seat will not have sufficient structural integrity.

AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: 2020

VIN / Retailer / Status: / Jaguar Rusnak/Pasadena / Sold

A total of one (1) vehicle is potentially involved in the USA and Federalized Territories.

EFFECT ON VEHICLE OPERATION

In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

SERVICE PROGRAM / REWORK ACTION

The owner will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will replace the Right-Hand Front Seat and make sure the bolts are tightened correctly.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of April 6, 2020.

ACTION TO BE TAKEN

Check DDW to ensure 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, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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 H282NAS, *SAFETY RECALL: Front Row Right Seat Frame Fixings*, for detailed repair instructions.

PARTS

Email mbelicova@lear.com, mstankova@lear.com, and rbrestovansky@lear.com with the following information to obtain the front row right seat assembly for the affected vehicle: Vehicle Identification Number (VIN), retailer name and address, contact name, and contact phone number. Shipping information, shipping provider details, and tracking number will be provided.

NOTE: use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

The parts listed below are to be ordered from Jaguar Land Rover Parts following normal procedures.

DESCRIPTION	PART NUMBER	QUANTITY
Front row seat frame bolt	T2H20142	4
Front row seatbelt pre-tensioner bolt	C2S27342	1

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)	PART NUMBER(S)	QUANTITY
H282	A	Front row seat assembly - Renew	76.70.01.90	0.3	T2H20142	4
					C2S27342	1
H282	B	Front row seat assembly - Renew	76.70.01.90	0.3	T2H20142	4
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code 'H282' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
H282	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

SAMPLE OWNER LETTER: SAFETY RECALL H282

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

April 2020

SAFETY RECALL H282: Front Row Right Seat Frame Fixings

Vehicle Affected: Jaguar I-PACE

Model Year: 2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-082

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 a defect which relates to motor vehicle safety exists in certain 2020 model year Jaguar I-PACE vehicles.

Your vehicle is included in this Recall action.

What is the concern?

One or more of the fasteners on the front row right seat frame assembly may be missing or incorrectly installed. Where one or more seat fixings are missing, the seat will not have sufficient structural integrity. In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

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 replace the front right seat assembly.

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 **'H282'**.

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.

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. In order 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.

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: SAFETY RECALL H282

Main Message: An issue has been identified where one or more of the fasteners on the front row right seat frame assembly may be missing or incorrectly installed. Where one or more seat fixings are missing, the seat will not have sufficient structural integrity. In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

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

Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A Vehicles in this condition will not meet the required seat strength performance requirements and pose an increased risk of injury to seat occupants in the event of a crash.

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

A Detailed technical investigations by Jaguar Land Rover revealed should the seat frame assembly for front row right seat not have all of the fasteners, the seat will not have sufficient structural integrity so meet seat strength and luggage retention requirements.

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

A Customer will have no visible or audible warnings.

Q5 Does this concern affect vehicle safety?

A Yes, we consider this an unreasonable risk to safety and has issued a voluntary safety recall for the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A No.

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 The concern was investigated following notification from the seat supplier.

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

A The issue was first investigated on January 21, 2020.

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 In conjunction with the seat supplier, we have ensured the seat assembly manufacturing follows a revised and quality assured process.

Q12 What will an authorized Jaguar retailer do to the vehicles?

A Authorized Jaguar retailers will replace the front right seat assembly.

Q13 Which vehicles are affected by this recall?

A The following Jaguar vehicle is affected:

I-PACE (X590)

Model Year / VIN: 2020 /

Q14 Are other Jaguar Land Rover models affected by these actions?

A Select 2019MY Jaguar E-PACE vehicles manufactured from April 24, 2019 through July 3, 2020 and within the VIN range - are also affected.

Q15 Are parts available to rework vehicles?

A Yes, the necessary parts are 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.