



SAFETY RELATED RECALL

Global Recall Action
Number: H404NAS1

Subject: Incorrect Specification Tailgate Lamp Assemblies	Publication No.: H404NAS1
	Model: F-PACE (X761)
	Model Year: 2021 - 2022
	Date of Issue: 17 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

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

A concern has been identified on certain 2021 and 2022 model year Jaguar F-PACE vehicles where incorrect specification tailgate lamp assemblies may have been installed resulting in part of the rear turn signal indicator not being illuminated correctly. Incorrect illumination of the rear turn signal indicators may result in the turn signal indicators not being seen from the rear of the vehicle and an increased risk of a crash.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 and 2022 model year Jaguar F-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers 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/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. 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 \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC / Jaguar Land Rover Canada ULC 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 Safety Recall notice to the applicable customers.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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 reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and 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.

8/18/22, 7:36 AM

Incorrect Specification Tailgate Lamp Assemblies

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - H404NAS1



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Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Tailgate lamp assembly - Left	T4A44681	1	1%
Tailgate lamp assembly - Right	T4A44679	1	1%



NOTE: * When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO	Time
Tailgate Lamp Assembly - Inspect pair - No further action	05.10.10	0.1
Tailgate Lamp Assembly - Inspect pair - Renew single	86.40.73	0.3
Tailgate Lamp Assembly - Inspect pair - Renew pair	86.40.74	0.4
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 should be submitted quoting program code H404 with option code X. In this instance it will also be necessary to enter the parts from the parts information table and the relevant SROs from the SRO table.

The option that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Warranty Manual and its amendments, unless stated otherwise in this bulletin.

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SERVICE INSPECTION

1. Open the tailgate.

2. NOTES:



The specification data on Rest of the World (ROW) tailgate lamp assemblies is made up of 2 separate lines of text, as shown in the illustration marked with a red 'X'.



The specification data on North American Specification (NAS) tailgate lamp assemblies is made up of 1 line of text, as shown in the illustration marked with a green '✓'.

Inspect **BOTH** tailgate lamp assemblies to make sure the correct tailgate lamps assemblies have been installed for the NAS market.


- The illustration marked with a red 'X' shows a ROW tailgate lamp assembly, which should only be installed to vehicles manufactured for ROW markets.
- The illustration marked with a green '✓' shows a NAS tailgate lamp assembly, which should only be installed to vehicles manufactured for NAS markets.
- If **both** tailgate lamp assemblies are the **correct** specification for the NAS market, do not continue, close the tailgate and release the vehicle.
- **Any** tailgate lamp assemblies which are the **incorrect** specification for the NAS market must be renewed with correct specification tailgate lamp assemblies, continue to the SERVICE INSTRUCTION to renew any incorrect tailgate lamp assemblies.



E313286

SERVICE INSTRUCTION

1. Renew any incorrect tailgate lamp assemblies, (see TOPIx Workshop Manual section 417-01: Exterior Lighting - Removal and Installation - Tailgate Lamp Assembly).

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H404	
2021 and 2022 model year Jaguar F-PACE vehicles manufactured with incorrect tailgate lamp assemblies	

A concern has been identified on certain 2021 and 2022 model year Jaguar F-PACE vehicles where incorrect specification tailgate lamp assemblies may have been installed resulting in part of the rear turn signal indicator not being illuminated.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

JLR is conducting a voluntary safety recall involving certain 2021 and 2022 model year Jaguar F-PACE vehicles where incorrect specification tailgate lamp assemblies may have been installed. Customers will be asked to take their vehicles to a retailer/authorized repairer to have the tailgate lamp assemblies inspected and where an incorrect specification tailgate lamp assembly has been installed, it will be renewed with a tailgate lamp assembly of the correct specification.

Question 3

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

Answer

A change in tailgate lamp assembly specification had been implemented starting at 2021 model year, however, there was a lack of clarity about the different tailgate lamp assembly specifications which, during the assembly of the tailgate led to the selection of the wrong part for the market specification concerned.

Question 4

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

Answer

The tailgate lamp assembly turn signal indicators, on the tailgate lamp assemblies, will not illuminate if the wrong specification is installed.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that incorrect illumination of the rear turn signal indicators may result in the turn signal indicators not being seen from the rear of the vehicle which can increase the risk of a crash.

Question 6

Has JLR received many complaints?

Answer

JLR has received 4 field reports of vehicles for tailgate lamp assemblies not working correctly that could be attributed to this concern.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents or injuries or fires relating to this concern of which JLR is aware.

Question 8

How was the concern discovered?

Answer

During a plant quality sample audit, a US vehicle was identified as having the wrong specification of tailgate lamp assemblies installed for the market it had been manufactured for, resulting in part of the rear turn signal indicator not being illuminated correctly.

Question 9

How long has JLR known about this concern?

Answer

The concern has been first detected on the 6th of April 2022 during a plant quality sample audit.

Question 10

Does JLR have concerns regarding the reliability, compliance, or safety of the vehicles? What type of measures are JLR planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

A parts verification scan has been implemented to aid the operator and confirm correct part selection in the production process.

Question 12

What will retailers/authorized repairers do to the vehicles?

Answer

Retailers/authorized repairers will inspect the tailgate lamp assemblies operation and where an incorrect specification tailgate lamp assembly has been installed, it will be renewed with a tailgate lamp assembly of the correct specifications.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2021 and 2022 model year Jaguar F-PACE vehicles within the Vehicle Identification Number (VIN) range SADCA2AN6MA661715 to SADCJ2EX1NA697664 manufactured between October 2020 and April 2022 at Jaguar Land Rover's Solihull (UK) manufacturing plant are potentially affected.

Question 14

Are other JLR models affected by this concern?

Answer

No other models are known to be affected by this condition.

Question 15

Is the repair available to rework vehicles?

Answer

Parts are available for JLR retailers/authorized repairers to conduct this repair.

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 36 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns regarding the tailgate lamp functionality.

Note:

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):

Registration Number:

Program Number: H404

Date: month/year

SAFETY RELATED RECALL - F-PACE - Incorrect Specification Tailgate Lamp Assemblies

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain 2021 and 2022 model year Jaguar F-PACE vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

We have found that the incorrect specification tailgate lamp assemblies may have been installed on your vehicle resulting in part of the rear turn signal indicator not being illuminated correctly. Incorrect illumination of the rear turn signal indicators may result in the turn signal indicators not being seen from the rear of the vehicle and an increased risk of a crash.

What will your Jaguar retailer/authorized repairer do?

We will check that the correct specification tailgate lamp assemblies have been installed and renew them with the correct parts if necessary.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk, www.jaguar.com, for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'FreePost' envelope. This will enable us to make contact with the new owner.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business