



# SAFETY RELATED RECALL

Global Recall Action  
Number: H415

Subject:  <b>Audio Amplifier Module (AAM)</b>	Publication No.: H415
	Model: F-PACE (X761)
	Model Year: 2022
	Date of Issue: 18 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 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

## 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 2022 model year F-PACE vehicles where vehicles were released from the manufacturing plant without an Audio Amplifier Module (AAM) installed. Vehicles without the AAM installed will not provide any audio output and includes no audible warnings to the driver such as occupant sensor, directional indicator tick-tock or audible warnings of potential critical events such as those detected by the Advanced Driver Assistance Systems (ADAS). An absence of audible warning may increase the risk of a crash or lead to increased occupant injury in the event 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 2022 model year Range Rover Velar 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 and 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.

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.

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

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

8/18/22, 7:48 AM

Audio Amplifier Module (AAM)

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

# SERVICE INSTRUCTION - H415

## Parts Information

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner.

Description	Feature Code	Part Number	Qty	% Of Vehicles Requiring This Part*
Amplifier - High-Line Audio	025LM	T2R78752	1	26
Amplifier - Premium Audio	025LN	T2R78754	1	74
Bracket	N/A	T4A33938	1	100
Bracket	N/A	T4A35169	1	100
Bolt	N/A	T4A35171	4	100
Bolt	N/A	T2H19034	4	100
Nut (if equipped with front audio sensor input module)	N/A	C2C8870	2	90

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

## SROs

Description	SRO	Time
Audio Amplifier Module (AAM) - Install and program	05.10.90	0.9
AAM already installed - Update ECU	05.10.70	0.7
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 H415 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	Part Number	Qty
H415	A	AAM - Install and program	05.10.90	0.9	T2R78754	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
H415	B	AAM - Install and program Drive in/drive out	05.10.90 10.10.10	0.9 0.2	T2R78754	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
H415	C	AAM - Install and program	05.10.90	0.9	T2R78754	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
					C2C8870	2
H415	D	AAM - Install and program Drive in/drive out	05.10.90 10.10.10	0.9 0.2	T2R78754	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
					C2C8870	2

Program Code	Option	Description	SRO	Time	Part Number	Qty
H415	E	AAM - Install and program	05.10.90	0.9	T2R78752	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
H415	F	AAM - Install and program Drive in/drive out	05.10.90 10.10.10	0.9	T2R78752	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
H415	G	AAM - Install and program	05.10.90	0.9	T2R78752	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
					C2C8870	2
H415	H	AAM - Install and program Drive in/drive out	05.10.90 10.10.10	0.9	T2R78752	1
					T4A33938	1
					T4A35169	1
					T4A35171	4
					T2H19034	4
					C2C8870	2
H415	J	AAM already installed - Update ECU	05.10.70	0.7	n/a	n/a
H415	K	AAM already installed - Update ECU Drive in/drive out	05.10.70 10.10.10	0.7 0.2	n/a	n/a



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

### 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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## SERVICE INFORMATION

1. After completing steps 1 to 5 within the SERVICE INSTRUCTION below, you may notice that an AAM is already installed to the vehicle. If an AAM is already installed, reverse steps 1 to 5 and continue to DIAGNOSTIC INSTRUCTION B to update the existing AAM. In this case, SRO 05.10.70 should be claimed from the SRO table above.

## SERVICE INSTRUCTION

NOTES:

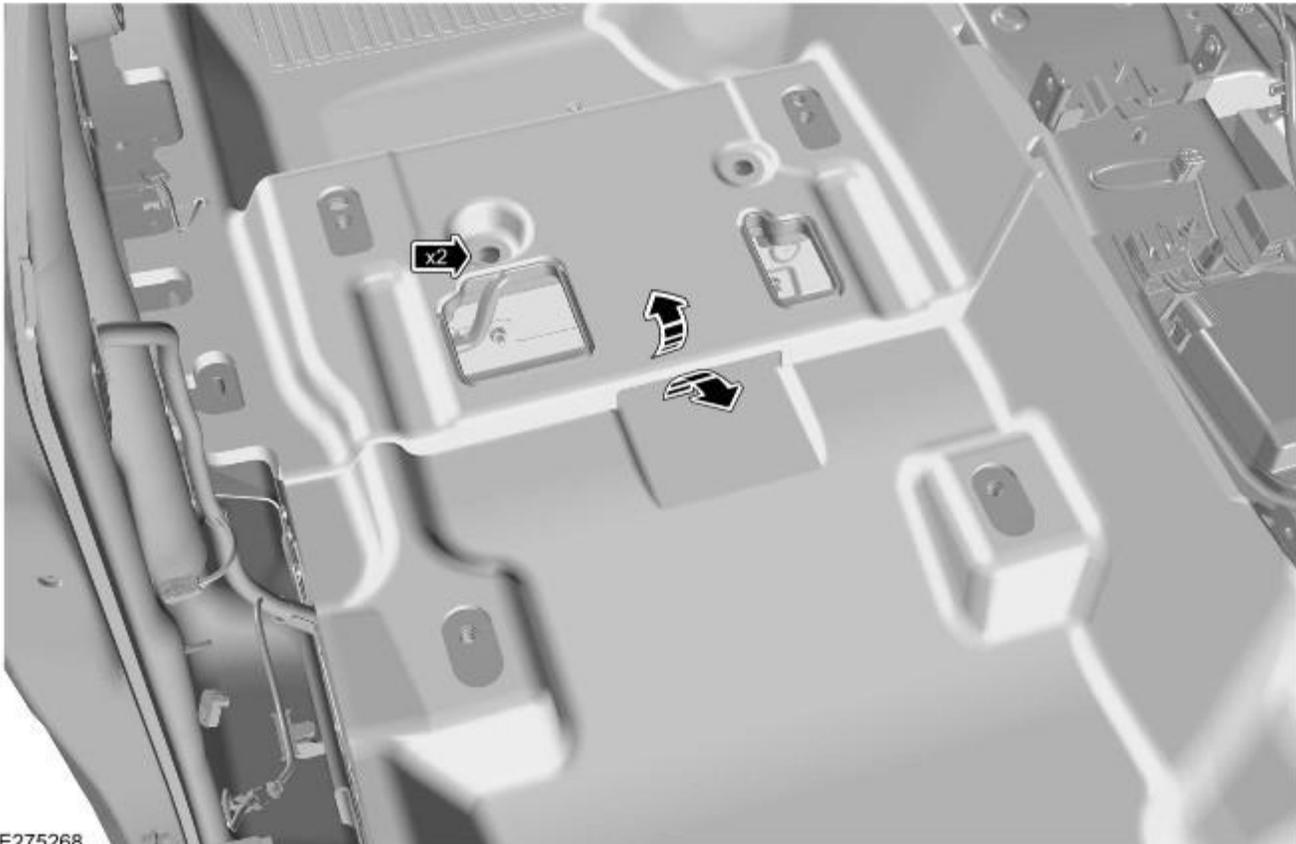


Some components shown removed for clarity.



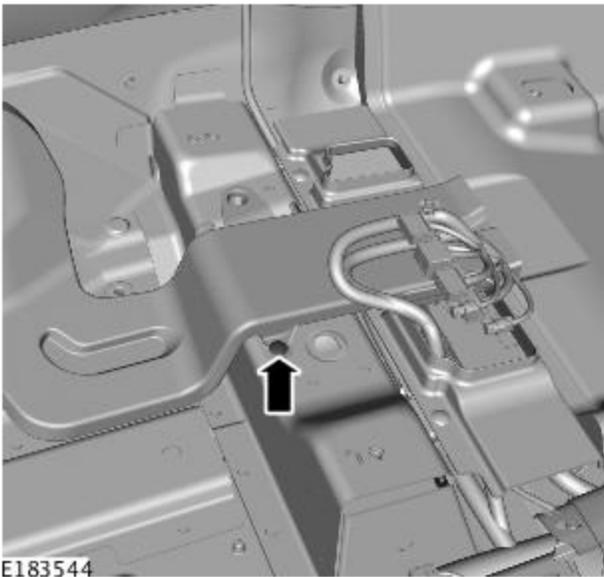
Some variation in the illustrations may occur depending on vehicle specification, but the essential information is always correct.

1. Remove the front row left seat for access only (see TOPIx Workshop Manual section 501-10: Seating - Removal and Installation - Front Row Seat - Vehicles With: Power Seats).
2. Remove the left lower B-pillar trim panel for access only (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - B-Pillar Lower Trim Panel).
3. Carefully reposition the front and rear carpets.
  - Release the 2 fixings.



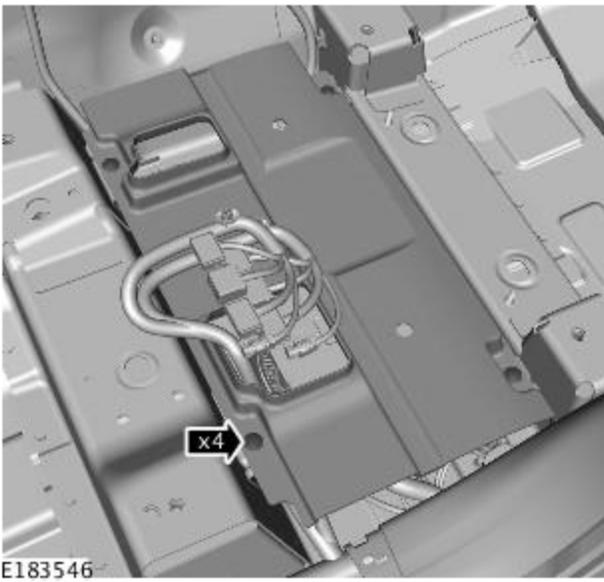
4. Reposition the footwell air duct.

- Release the clip.



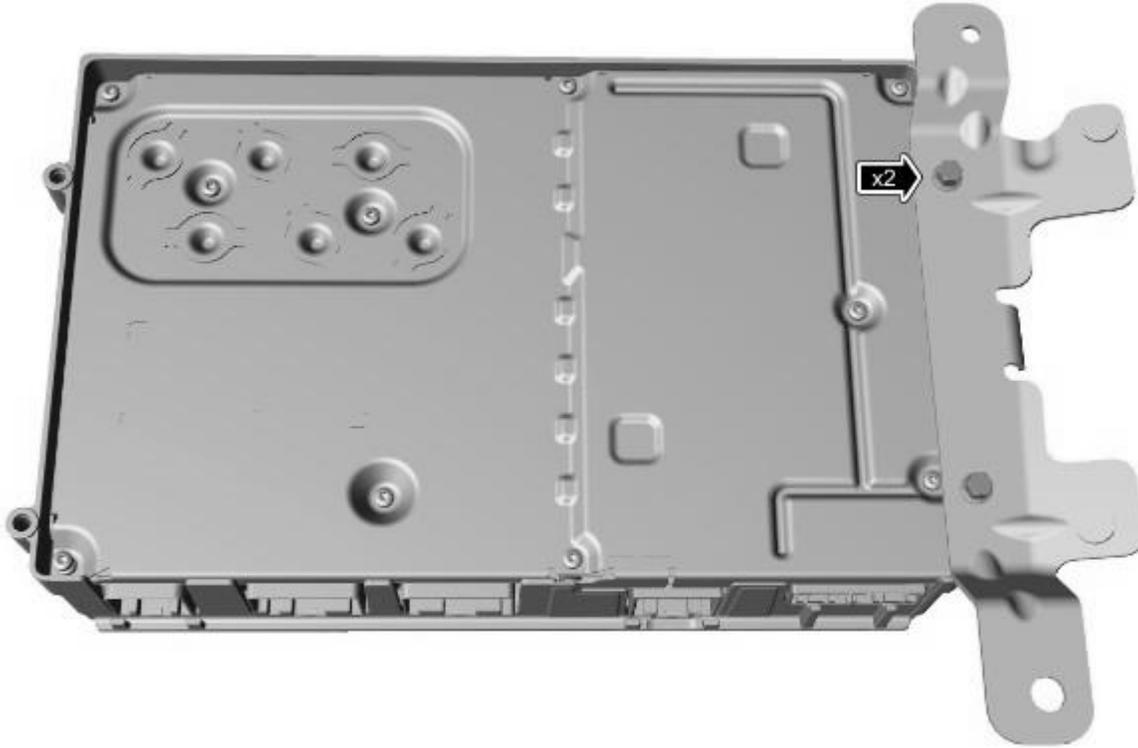
5. Remove the cover.

- Remove the 4 clips.



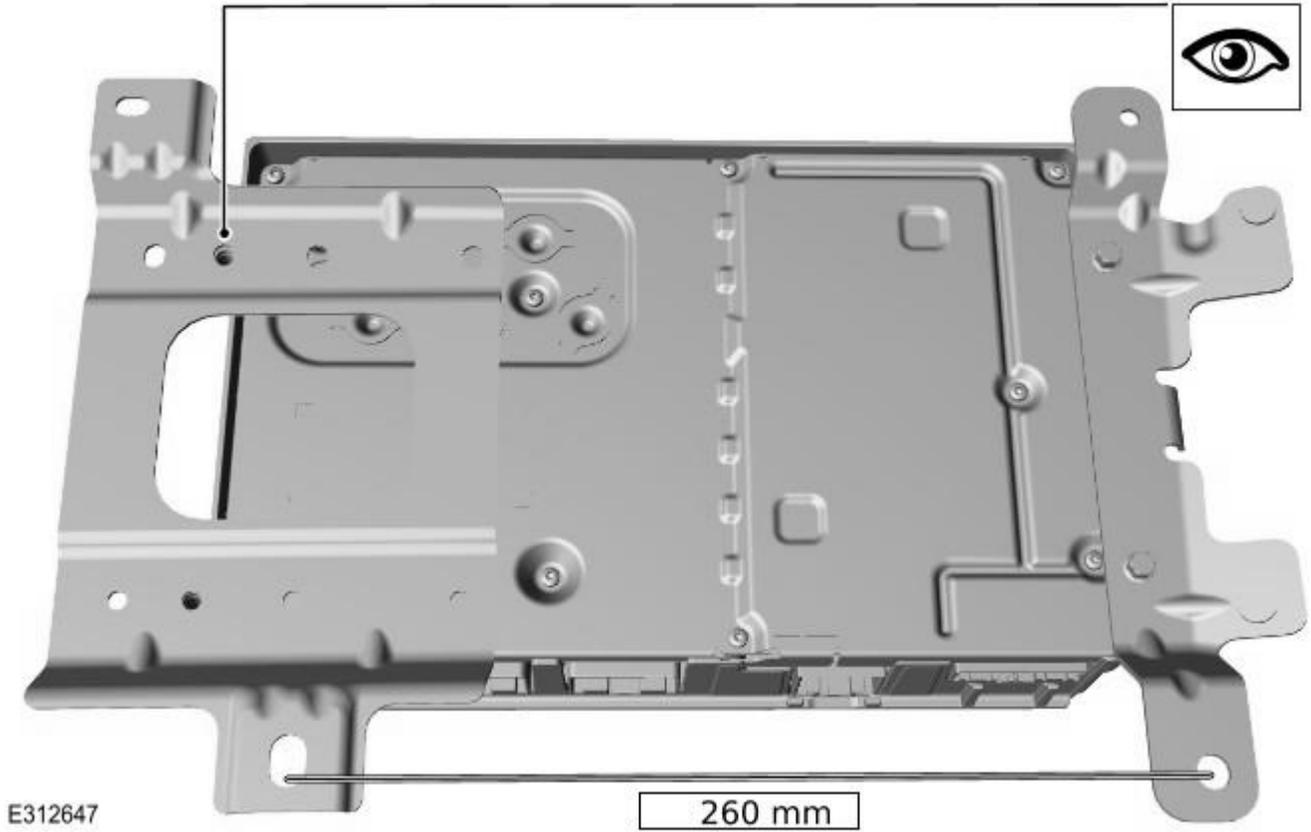
6. Install the smaller bracket onto the AAM.

- Torque: **6 Nm**



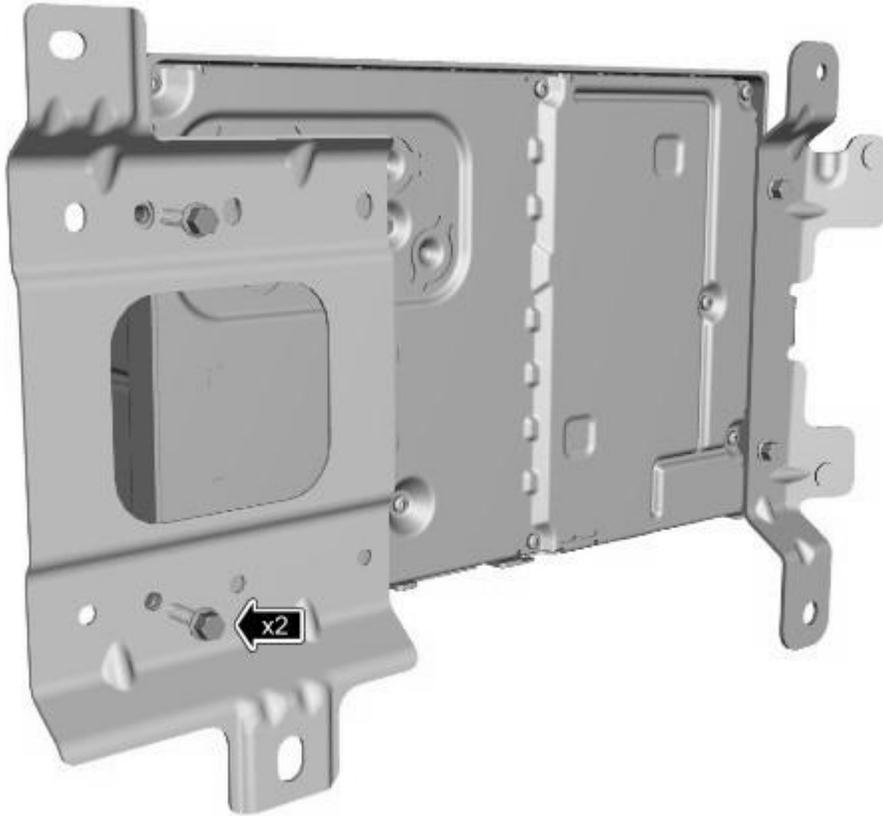
E312646

7. Position the larger bracket onto the AAM. The central point of both lower bracket bolt holes must be approximately 260 mm apart which will then align 2 bolt holes on the larger bracket to the 2 threaded bolt holes on the AAM.



8. Install the larger bracket to the AAM.

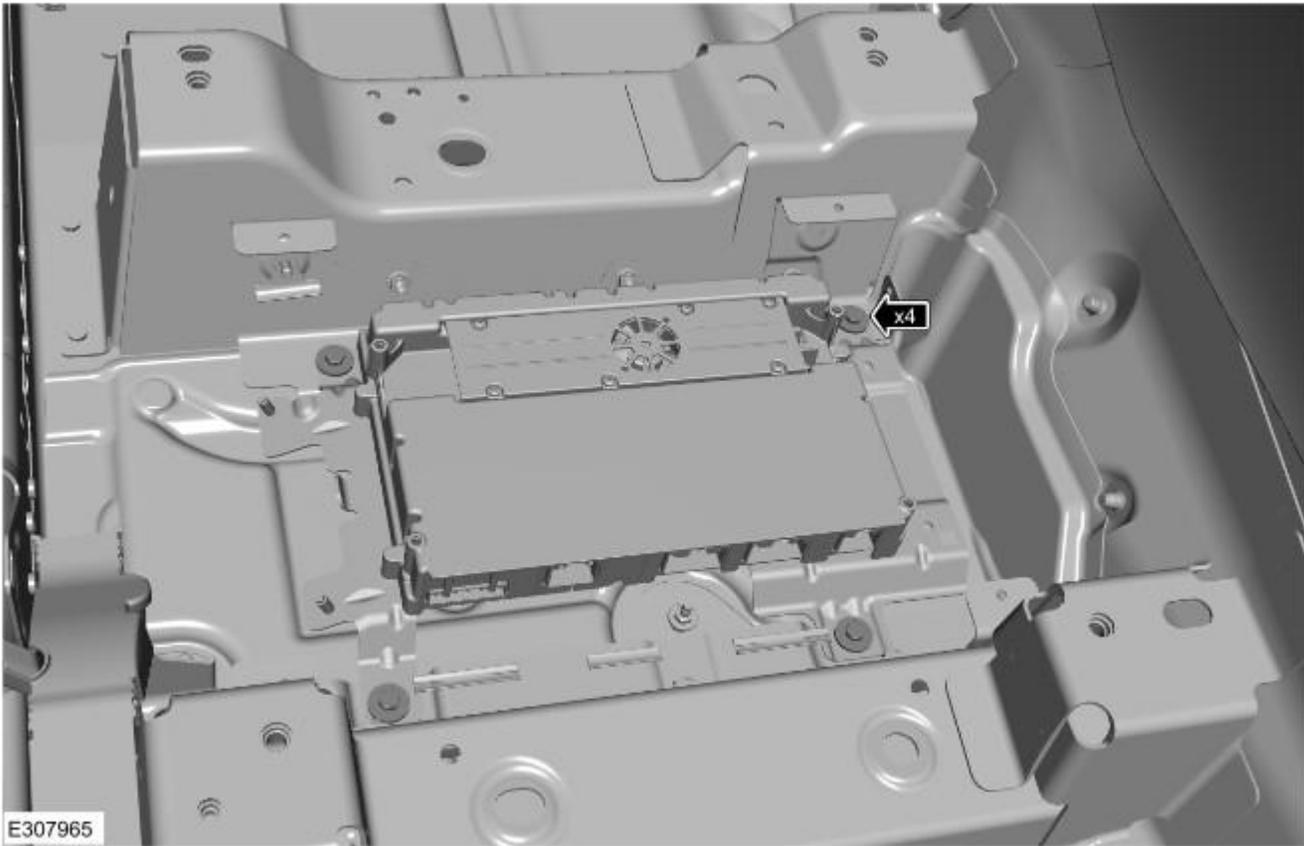
- Torque: **6 Nm**



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9. Install the AAM assembly.

- Install and tighten the 4 bolts.
  - Torque: **11.5 Nm**



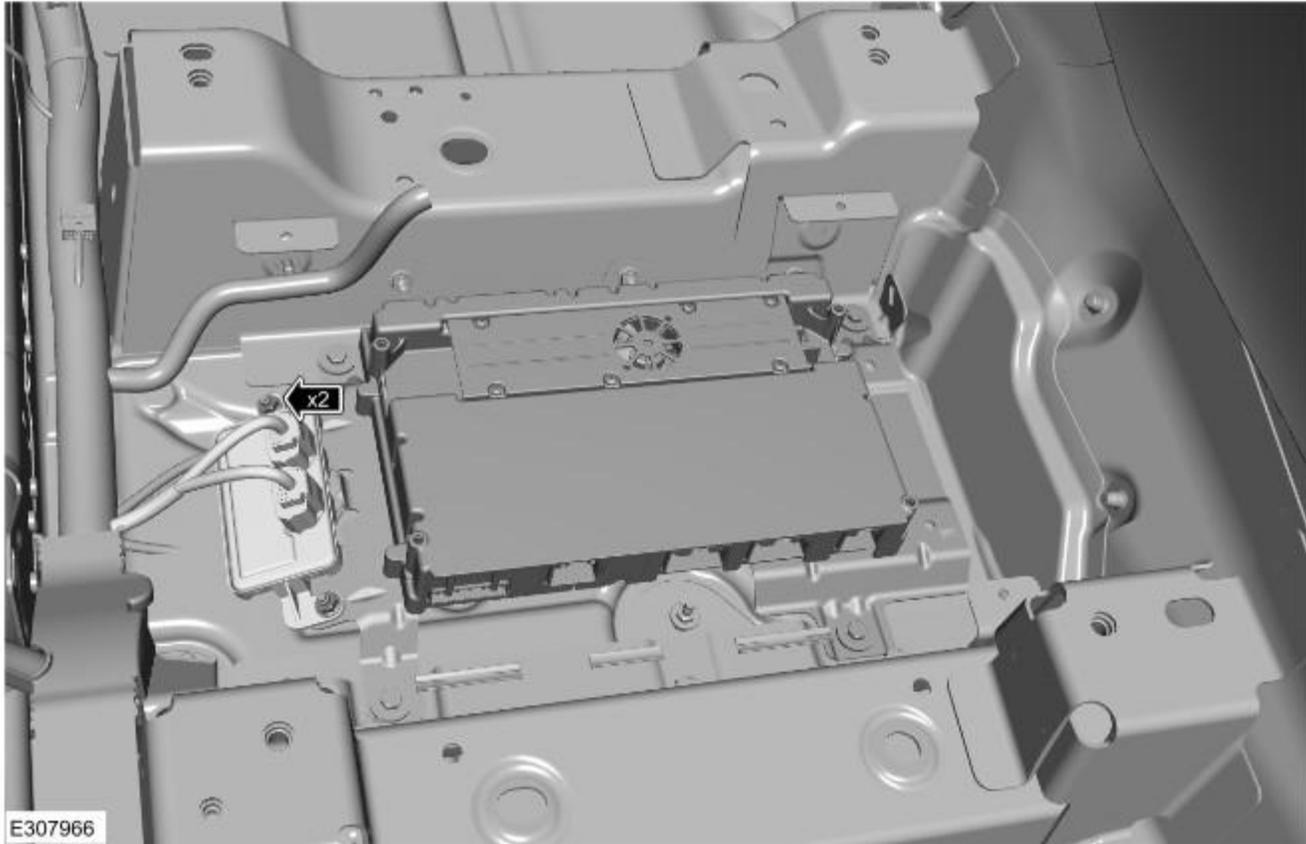
10.



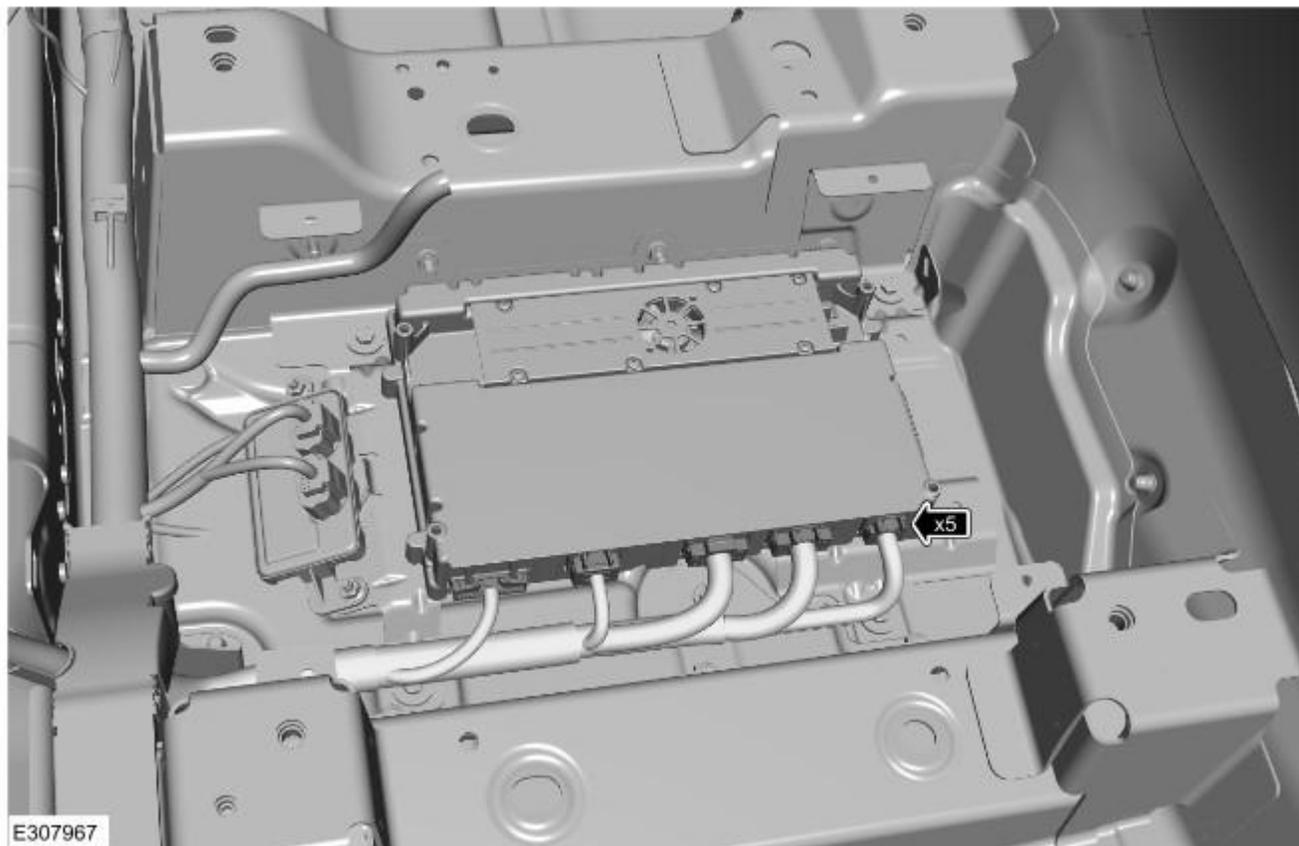
NOTE: If equipped.

Install the front audio sensor input module to the bracket.

- Install and tighten 2 nuts.
  - Torque: **5.4 Nm**



11. Connect the 5 electrical connectors.



12. Reverse steps 1 to 5.

13. Continue to DIAGNOSTIC INSTRUCTION A.

## DIAGNOSTIC INSTRUCTION A - USING TOPIX CLOUD DIAGNOSTICS

### PROGRAM THE NEW AAM MODULE

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Program the AAM -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

9. Release the vehicle.

## DIAGNOSTIC INSTRUCTION B - USING TOPIX CLOUD DIAGNOSTICS

### UPDATE THE EXISTING AAM MODULE



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email [jrcamp@jaguarlandrover.com](mailto:jrcamp@jaguarlandrover.com) with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the AAM -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.
8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
9. Release the vehicle.

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover H415</b>	
<b>2022 Model Year Jaguar F-PACE without an Audio Amplifier Module (AAM) installed</b>	

A concern has been identified on certain 2022 model year Jaguar F-PACE vehicles where vehicles were released from the ports of entry without an AAM installed. Vehicles without the AAM installed will not provide any audio output and includes no audible warnings to the driver such as occupant sensor, directional indicator tick-tock or audible warnings of potential critical events such as those detected by the Advanced Driver Assistance Systems (ADAS). An absence of audible warning may increase the risk of a crash or lead to increased occupant injury in the event of a crash.

### **Question 1**

Why is Jaguar Land Rover (JLR) Limited recalling these vehicles?

#### *Answer*

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2022 model year F-PACE vehicles. Customers will be asked to take their vehicles to an approved repairer to have the AAM and all associated brackets and fixings installed.

### **Question 2**

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

#### *Answer*

In mid-June 2022 as part of a structured response to the worldwide microchip supply issues, a decision was made to ship forward from the Solihull Vehicle Assembly Plant vehicles without the AAM installed. The plan agreed was to control and rework affected vehicles in the US and Canadian ports of entry. However, on July 21, 2022, JLR started to receive reports that some vehicles manufactured at the Solihull Vehicle Assembly Plant had been found to have no audio output when retailer pre-delivery inspections were conducted.

### **Question 3**

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

#### *Answer*

Vehicles without the AAM installed will not provide any audio output and includes no audible warnings to the driver such as occupant sensor, directional indicator tick-tock or audible warnings of potential critical events such as those detected by the ADAS.

### **Question 4**

Does this concern affect vehicle safety?

#### *Answer*

JLR has determined that without the AAM installed there will be no audible warnings provided where critical issues occur, which is considered to be a safety defect.

### **Question 5**

Has JLR received many complaints?

#### *Answer*

JLR has received 17 field reports of vehicles without the AAM installed.

### **Question 6**

Have there been any accidents or injuries or fires?

#### *Answer*

There have been no reports of accidents, injuries or fires relating to this concern of which Jaguar Land Rover is aware.

### **Question 7**

How was the concern discovered?

#### *Answer*

The condition was identified through JLR's field reporting process.

**Question 8**

How long has JLR known about this concern?

*Answer*

The first field report was received on the 21st July 2022.

**Question 9**

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 10**

What has JLR done in production?

*Answer*

In production, actions were completed to make sure there was a clear identification of vehicles where the port of entry rework was needed to install the AAM.

**Question 11**

What will retailer/authorized repairers do to the vehicles?

*Answer*

authorized repairers will fit the missing AAM and all associated brackets and fixings.

**Question 12**

Which vehicles are affected by this recall?

*Answer*

Certain 2022 model year Jaguar F-PACE vehicles from the range SADJC2EX6NA701109 to SADCT2EX1NA702212

**Question 13**

Are other JLR models affected by this concern?

*Answer*

Certain Range Rover Velar models are known to be affected by this condition.

**Question 14**

Is the repair available to rework vehicles?

*Answer*

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

**Question 15**

How much will the recall cost JLR?

*Answer*

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

**Question 16**

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 authorized Repairer for the work to be completed.

**Question 17**

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 1 hour to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 18**

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

*Answer*

Customers are advised to contact a JLR authorized Repairer should they have any concerns regarding the DRS or Battery systems.

*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: H415

Date: month/year

**SAFETY RELATED RECALL - F-PACE vehicles Audio Amplifier Module (AAM)**

Dear

Jaguar Land Rover (JLR) 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 Jaguar 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?**

A concern has been identified on certain 2022 model year Rover F-PACE vehicles which were manufactured without an Audio Amplifier Module installed and released in error. Vehicles without the Audio Amplifier Module installed will not provide any audio output, including no audible warnings to the driver such as occupant sensor, directional indicator tick-tock or audible warnings of potential critical events such as those detected by the Advanced Driver Assistance System. An absence of audible warning may increase the risk of a crash or lead to increased occupant injury in the event of a crash.

**What will your Jaguar retailer/authorized repairer do?**

At your visit, your preferred Jaguar retailer/authorized repairer will install an Audio Amplifier Module to your vehicle if this is found to be missing.

**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.com](http://www.jaguar.com)

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