



SAFETY RELATED RECALL

Global Recall Action
Number: H421

Changes are highlighted in blue

Subject: Minimum Sound Requirement Non Compliance	Publication No.: H421
	Model: I-PACE (X590)
	Model Year: 2021 - 2022
	Date of Issue: 20 February 2023

To:	Jaguar Land Rover North America, LLC.
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.

FOR THE ATTENTION OF ALL:

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 2021 to 2022 model year Jaguar I-PACE vehicles where the level of sound emitted for a static vehicle when reverse gear is selected does not meet the minimum sound requirements required by FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

A vehicle that fails to make sufficient sound may result in pedestrians being unaware of an approaching vehicle, increasing the risk of a crash.

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.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-030

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.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2021 to 2022 model year I-PACE vehicles imported into the United States. Information relating to this Safety Recall will be posted on the NHTSA website. 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 \$26,315.00 USD per violation and the equivalent of

2/20/23, 8:45 AM

Minimum Sound Requirement Non Compliance

\$131,564,183.00 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 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 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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION**- H421****SROs**

Description	SRO	Time
Audio Amplifier Module (AAM) - Update ECU	85.87.02	0.2
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 H421 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
H421	A	AAM - Update ECU	85.87.02	0.2
H421	B	AAM - Update ECU Drive in/drive out	85.87.02 10.10.10	0.2 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 should be submitted in accordance with the current [Jaguar Land Rover \(JLR\)](#) 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).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS**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 jlrcamp@jaguarlandover.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.

<p class="bold">Service instruction</p>

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.

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: H421

Date: month/year

SAFETY RELATED RECALL - I-PACE vehicles - Minimum Sound Requirement Non Compliance

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 to 2022 model year Jaguar I-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?

A concern has been identified where the level of sound emitted for a static vehicle when reverse gear is selected does not meet the minimum sound requirements required by regulation FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

What will your Jaguar retailer/authorized repairer do?

We will update the vehicle's Audio Amplifier Module software.

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 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

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover H421	
2021 to 2022 model year Jaguar I-PACE vehicles for a failure to meet minimum reversing sound requirements	

A concern has been identified on 2021 to 2022 model year Jaguar I-PACE vehicles where the level of sound emitted for a static vehicle when reverse gear is selected does not meet the minimum sound requirements required by FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

Question 1

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

Answer

Affected vehicles do not emit the correct sound levels when vehicles are static and reverse gear is selected. Vehicles in this condition do not comply with FMVSS No. 141, Minimum Sound Requirements for Hybrid and Electric Vehicles.

Question 2

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

Answer

The sound file installed in affected vehicles does not conform to the performance requirements of FMVSS No.141.

Question 3

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

Answer

There are no visible and audible warnings to make the customers aware of this issue.

Question 4

Does this concern affect vehicle safety?

Answer

A vehicle that fails to make sufficient sound may result in pedestrians being unaware of an approaching vehicle, increasing the risk of a crash.

Question 5

Has JLR received many complaints?

Answer

JLR is not aware of any field reports for this concern.

Question 6

Have there been any accidents or injuries or fires?

Answer

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

Question 7

How was the concern discovered?

Answer

The defect was discovered during recent internal new vehicle development testing.

Question 8

How long has JLR known about this concern?

Answer

JLR's Product Safety and Compliance Committee started investigating this concern in October 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

JLR has updated the sound files to the correct lever for affected vehicles in production.

Question 11

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an approved Jaguar Land Rover repairer. The technician will update the vehicle's Audio Amplifier Module (AAM) software.

Question 12

Which vehicles are affected by this recall?

Answer

2021 to 2022 model year Jaguar I-PACE vehicles SADHW2S10M1601965 to SADHD2S12N1624509 (Specific vehicles within Vehicle Identification Number (VIN) range)

Question 13

Are other JLR models affected by this concern?

Answer

Yes, certain 2020 to 2022 model year Range Rover Plug-in Hybrid Electric Vehicle (PHEV) and Range Rover Sport PHEV vehicles are also affected.

Question 14

Is the repair available to rework vehicles?

Answer

Yes

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 Jaguar Land Rover authorized Repairer for the work to be completed. Customers can also check if their vehicle is eligible for a safety recall at <https://www.landroverusa.com/ownership/vin-recall.html> or alternatively at <https://www.nhtsa.gov/recalls>

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 thirty minutes 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

Yes. We recommend additional care is taken when reversing. Customers are advised to contact a JLR authorized Repairer should they have any concerns regarding their vehicle.

Note:

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