CUSTOMER SERVICE JAGUAR LAND ROVER

RECALLS N742 & H421- MINIMUM SOUND REQUIREMENT NON-COMPLIANCE

SAFETY RECALL H421 N742 MINIMUM SOUND REQUIREMENT NON-COMPLIANCE	
AFFECTED MODELS	20-21MY Range Rover PHEV and 20-22MY RR Sport PHEV 21-22MY I-PACE USA Models.
VOLUME AFFECTED	Jaguar USA 1,072 LR USA 868
REPAIR	A concern has been identified on certain PHEV AND BEV vehicles as listed above where the sound level emitted for a static vehicle when in reverse gear does not meet the minimum sound requirement as detailed in regulation. Retailers are to perform an audio amplifier module update to correct the non-compliance.
REPAIR TIME	0.2 hrs +DIDO
CAMPAIGN LAUNCH	USA Retailer Recall notification was published Feb 7th. Repair bulletin is expected before the end February.
Notes	Affected USA I-PACE population includes WAYMO vehicles. Waymo are responsible for completing the software update on this fleet. Affected new vehicles in retailer stock should be held and must not be sold until the repair is completed. NOTE For the Canadian market, this update will be conducted under an Owner Notified Service Action with different program codes. Timing is TBC.