



SAFETY RELATED RECALL

Global Recall Action
Number: H426

Changes are highlighted in blue

Camshaft Carrier Drill Hole	Publication No.: H426
	Model: F-PACE (X761)
	Model Year: 2023 - 2024
	Date of Issue: 16 February 2023

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	<p>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.</p> <p>This Safety Recall supersedes Update Prior to Sale Notice 8822-4 with immediate affect.</p> <p>Only vehicles with LESS than 500 miles will be required to complete a repair procedure at this time, following a failed inspection procedure.</p> <p>Vehicles with MORE than 500 miles will be instructed to complete an inspection procedure. Vehicle which PASS the inspection procedure will be released. Vehicles which FAIL the inspection procedure must be quarantined until a further communication is issued.</p>

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 certain 2023-2024 model year 3.0L AJ20-P6 Jaguar F-PACE vehicles where in a small number of engines, the camshaft carrier oil gallery hasn't been fully drilled. As a result, the oil channel could be blocked, leading to accumulation of oil against the pressure control valve rubber membrane, and subsequently an external oil leak or increased oil carryover into the air intake system.

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-045

Transport Canada (TC) reference number: 2023-038

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 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 2023 model year 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 \$26,315.00 USD per violation and the equivalent of \$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 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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H426

NOTE:

Only vehicles with LESS than 500 miles will be required to complete a repair procedure at this time, following a failed inspection procedure. Vehicles with MORE than 500 miles will be instructed to complete an inspection procedure. Vehicle which PASS the inspection procedure will be released. Vehicles which FAIL the inspection procedure must be quarantined until a further communication is issued.

Parts Information - The below parts must be renewed

NOTE:

The parts listed below are only applicable to vehicles with LESS than 500 miles.

The parts below should be ordered through JLR in the normal manner. Parts should only be ordered when the inspection has been completed and parts are deemed to be required.

Description	Part No.	Qty.	% Of vehicles requiring this part*
Upper timing chain cover gasket	T4N22418	1	2
Upper timing chain tensioner	AJ814099	1	2
Continuous Variable Valve Lift (CVVL) gasket	T2R42693	1	2
Fuel injector install kit	T2H33724	6	2
Engine vent oil separator gasket	AJ814261	1	2
Camshaft carrier gasket	AJ814152	1	2
Camshaft carrier	AJ814234	1	2

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

Parts Information - The parts below must be re-installed - DO NOT DISCARD THE BELOW PARTS

The parts below should not be ordered, these parts must be removed and re-installed.

Description	Part No.
Center upper timing chain guide	AJ814121
Left upper timing chain guide	AJ814092
Blanking plug	JDE36593
Oil filler neck o-ring	T2R47425
Left upper timing chain guide M8 bolt	AJ814110
Center upper timing chain guide M6 bolts	JDE36523
High Pressure (HP) fuel pump bolts	AJ814162
HP fuel pump o-ring	JDE8969
Camshaft Position Sensor (CMP) o-rings	T4N19139
Variable Camshaft Timing (VCT) solenoid	AJ814259

SROs

Description	SRO	Time
Inspect camshaft carrier - No further action	05.10.10	0.1
Inspect and renew camshaft carrier	12.13.49	8.6

Description	SRO	Time
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

NOTE:

The option codes listed below are only applicable to vehicles with LESS than 500 miles.

Warranty claims should be submitted quoting program code H426 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 No.	Qty.
H426	A	Inspect camshaft carrier - No further action	05.10.10	0.1	N/A	N/A
H426	B	Inspect camshaft carrier - No further action Drive in/drive out	05.10.10 10.10.10	0.1 0.2	N/A	N/A
H426	C	Inspect and renew camshaft carrier	12.13.49	8.6	T4N22418 AJ814099 T2R42693 T2H33724 AJ814261 AJ814152 AJ814234	1 1 1 6 1 1 1
H426	D	Inspect and renew camshaft carrier Drive in/drive out	12.13.49 10.10.10	8.6 0.2	T4N22418 AJ814099 T2R42693 T2H33724 AJ814261 AJ814152 AJ814234	1 1 1 6 1 1 1

NOTE:

The option codes listed below are only applicable to vehicles with MORE than 500 miles.

Program Code	Option	Model	Description	SRO	Time	Part No.	Qty.
N763	E	All	Inspect camshaft carrier - No further action	05.10.10	0.1	N/A	N/A
N763	F	All	Inspect camshaft carrier - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A

NOTES:

- 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.
- If the vehicle fails the SERVICE INSPECTION, contact jlrcamp@jaguarlandrover.com and supply the full 17-digit [Vehicle Identification Number \(VIN\)](#) of the vehicle and continue to quarantine the vehicle and wait for further instructions. DO NOT submit a claim for the inspection, instructions for claiming the inspection that failed will be given with the repair process.

Where the customer vehicle has failed the inspection, the retailer MUST hold the vehicle and they should supply the customer with an appropriate loan vehicle and then wait for the revised repair procedure.

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).

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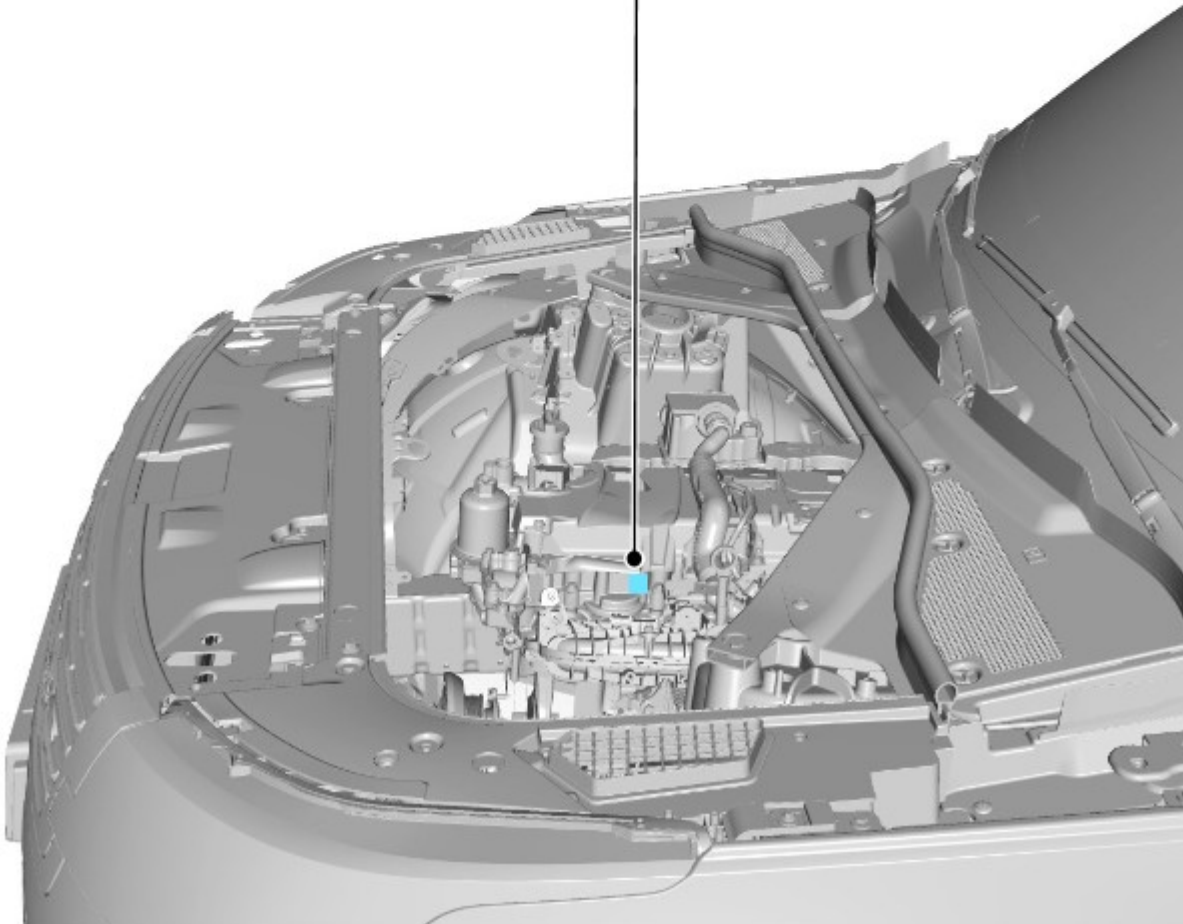
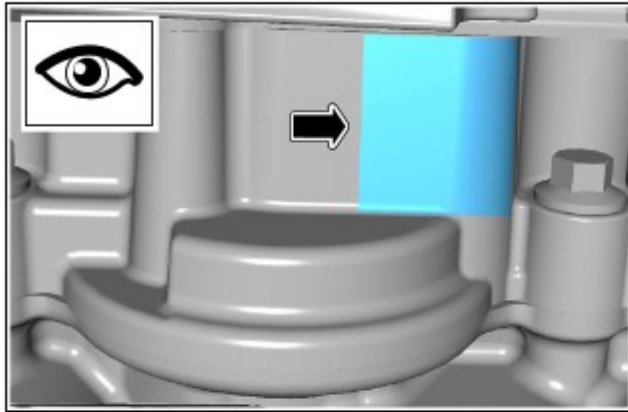
SERVICE INSPECTION

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Remove the left air filter outlet pipe, (see TOPIx Workshop Manual section 303-12: Intake Air Distribution And Filtering - Ingenium I6 3.0l Petrol - Removal and Installation - Left Air Filter Outlet Pipe).

2. Locate the highlighted area of the camshaft carrier shown in the illustration.



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3. Inspect the camshaft carrier tooling stamp using steps 4 to 7 below for reference.

The 3 illustrations below show 3 **INDIVIDUAL** failure conditions.

If **ANY** of the 3 **INDIVIDUAL** failure conditions are present, **then the vehicle has failed the inspection.**

Vehicles which failed the inspection: Continue to the SERVICE INSTRUCTION below.

If **NONE** of the 3 **INDIVIDUAL** failure conditions are present, **then the vehicle has passed the inspection.**

Vehicles which passed the inspection: Install the left air filter outlet pipe and release the vehicle, (see TOPIx Workshop Manual section 303-12: Intake Air Distribution And Filtering - Ingenium I6 3.0l Petrol - Removal and Installation - Left Air Filter Outlet Pipe).

4. Steps 5, 6 and 7 show 3 **INDIVIDUAL** failure conditions.

5. The failure condition shown highlights 1 drilled tooling mark in the lower right side of the tooling stamp.

ONLY INSPECT FOR THE SPECIFIC DRILLED TOOLING MARK IN THE LOCATION HIGHLIGHTED BY THE ARROW WITHIN THE ILLUSTRATION. DISREGARD ANY TOOLING MARKS WHICH ARE NOT HIGHLIGHTED BY AN ARROW WITHIN THE ILLUSTRATION.

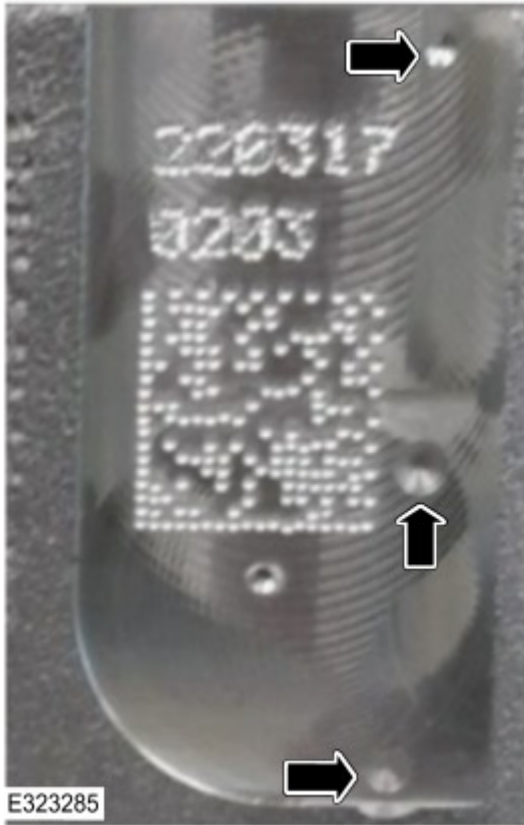
If the 1 drilled tooling mark in the lower right side of the tooling stamp is present, then the vehicle has failed the inspection.



6. The failure condition shown highlights 3 drilled tooling marks in the upper, middle and lower right side of the tooling stamp.

ONLY INSPECT FOR THE SPECIFIC DRILLED TOOLING MARKS IN THE LOCATIONS HIGHLIGHTED BY THE ARROWS WITHIN THE ILLUSTRATION. DISREGARD ANY TOOLING MARKS WHICH ARE NOT HIGHLIGHTED BY AN ARROW WITHIN THE ILLUSTRATION.

If the 3 drilled tooling marks in the upper, middle and lower right side of the tooling stamp are **ALL** present, then the vehicle has failed the inspection.



7. The failure condition shown highlights 2 drilled tooling marks in the upper and middle right side of the tooling stamp.

ONLY INSPECT FOR THE SPECIFIC DRILLED TOOLING MARKS IN THE LOCATIONS HIGHLIGHTED BY THE ARROWS WITHIN THE ILLUSTRATION. DISREGARD ANY TOOLING MARKS WHICH ARE NOT HIGHLIGHTED BY AN ARROW WITHIN THE ILLUSTRATION.

If the 2 drilled tooling marks in the upper and middle right side of the tooling stamp are **BOTH** present, then the vehicle has failed the inspection.



SERVICE INSTRUCTION

NOTE:

This SERVICE INSTRUCTION should only be completed on vehicles with LESS than 500 miles that have FAILED the above SERVICE INSPECTION.

1. Renew the camshaft carrier, (see TOPIx Workshop Manual section 303-01: Engine - INGENIUM I6 3.0L PETROL - Removal and Installation - Camshaft Carrier).

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: H426

Date: month/year

SAFETY RELATED RECALL - 2023 - 2024 Model Year F-PACE - Camshaft Carrier Drill Hole

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 2023-2024 model year 3.0L AJ20-P6 F-PACE vehicles where in a small number of engines, the camshaft carrier oil gallery hasn't been fully drilled. As a result, the oil channel could be blocked, leading to accumulation of oil against the pressure control valve rubber membrane, and subsequently an external oil leak or increased oil carryover into the air intake system.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will inspect the engine camshaft carrier and where an incorrectly machined camshaft carrier is found, replace it with a correctly machined component. There will be no charge to the owners for this repair.

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

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover H426

Certain 2023 and 2024 Model Year 3.0L AJ20-P6 Jaguar F-PACE vehicles for incorrectly manufactured engine camshaft carriers

A concern has been identified on Certain 2023 and 2024 Model Year 3.0L AJ20-P6 Jaguar F-PACE vehicles where, in a small number of engines, one oil gallery in the camshaft carrier hasn't been fully drilled.

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 Jaguar Land Rover recalling certain Jaguar models?

Answer

The oil gallery in affected engines could be blocked, leading to accumulation of oil against the pressure control valve rubber membrane, and subsequently an external oil leak or increased oil carryover into the air intake system.

Question 3

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

Answer

In affected engines, in the event of an oil channel blockage, oil can accumulate against the engine pressure control valve rubber membrane, and subsequently an external oil leak or increased oil carryover into the air intake system can occur. An external oil leak may lead to fire in the engine compartment.

Question 4

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

Answer

An engine Malfunction Indicator Lamp may be displayed.

Question 5

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover determined that this issue represented an unreasonable risk to safety.

Question 6

Has Jaguar Land Rover received many complaints?

Answer

Jaguar Land Rover is not aware of any field reports for this concern.

Question 7

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 Jaguar Land Rover is aware.

Question 8

How was the condition discovered?

Answer

Jaguar Land Rover were made aware of this issue by the retailer of Camshaft carriers.

Question 9

How long has Jaguar Land Rover known about this problem?

Answer

Jaguar Land Rover received a report from the retailer Ryobi Aluminum Casting (UK) LTD, on November 23, 2022.

Question 10

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?

Answer

Jaguar Land Rover has 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.

Question 11

What has Jaguar Land Rover done in production?

Answer

This is a Jaguar Land Rover retailer concern. The retailer has corrected the production process and all components manufactured after November 23, 2022 are manufactured to the correct specification.

Question 12

What will 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 inspect the engine camshaft carrier and where an incorrectly machined camshaft carrier is found, replace it with a correctly machined component.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2023 - 2024 Model Year Jaguar vehicles: Jaguar F-PACE SADCA2BUXPA710845 to SADCT2FU2PA713369, (Specific vehicles within the Vehicle Identification Number (VIN) ranges).

Question 14

Are other Jaguar Land Rover models affected by these actions?

Answer

Yes, certain Land Rover Range Rover, Range Rover Sport, Range Rover Velar, Discovery and Defender vehicles are also affected.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available to conduct this repair.

Question 16

How much will the recall cost Jaguar Land Rover?

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 Jaguar Land Rover Authorized Repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at the Land Rover or Jaguar Brand web site and customers in other countries can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

Question 18

How long does it take for the car 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 9 hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a Jaguar Land Rover authorized repairer should they have any concerns regarding their vehicles.

Note:

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