

573.6 (c) (6) - Chronology of Events (Recall H448)

A Product Safety and Compliance Committee (PSCC) investigation was opened in April, 2022, as a result of discovery of reports relating to a loss of cabin heating as a result of high voltage coolant heater failures. The PSCC requested an engineering team be formed to investigate the nature of these reports, identify the failure modes and their consequences, and report back to the PSCC.

The engineering team through April, May and June of 2022 conducted a series of data assessments and reviews with the component supplier in order to address the requests of PSCC. The engineering team reported the outcome and interim understandings of the investigation in late June, 2022.

Engineering investigations continued through December, 2022, with the component supplier and technical experts to identify the failure modes which were contributing towards the reported failures received from the field. The findings of these detailed investigations were presented to the PSCC in December, 2022. The PSCC requested that analysis of high voltage coolant heater build periods be undertaken in order to assess the presence of any pattern or trend in connection with this investigation.

The data from this analysis was reviewed during Quarter One of 2023 and it was revealed that some of the supplier provided manufacturing information was unreliable in terms of determining the presence of a defined pattern or trend based on the build periods of the high voltage coolant heaters.

In April and May, 2023, a data expert was employed to validate the data being used as part of this investigation and provide expert advice on best sources of information to allow identification of trends and patterns. In June 2023 the outcome of the data experts activities was reviewed and discussed at PSCC where it was understood that the integrity of the data allowed for determination of a scope for this issue. In early July 2023 the PSCC discussed the consequences of a failure of the high voltage coolant heater along with the identified trend and pattern of failures. The PSCC agreed the issue would be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed the investigation on July 18, 2023, and agreed that for those vehicles without heated windshield manufactured in the periods identified, there is a safety defect present and that a safety recall should be conducted to remedy the vehicles affected.

JLR has received 64 field reports in the US relating to this issue dating from December 12, 2020, to June 26, 2023.