

H459 - Chronology of Defect / Non-compliance Determination:

On September 8, 2023 a field report was received concerning a thermal overload on a vehicle. Investigations into the issue revealed that safety recall H441 was completed but this vehicle still exhibited the defect for which the recall was issued to mitigate.

Jaguar Land Rover North America (JLRNA) conducted an in-depth review of how the risk still existed on a vehicle where the recall had been completed. The investigation revealed that this vehicle was incorrectly repaired by the retailer who had used a non-approved service diagnostic tool, contrary to that which was specified by JLR and which did not have the software required to complete the H441 recall service instruction.

This issue was reviewed with Jaguar Land Rover North America and JLR Ltd's HQ in the UK where it was discussed and the findings of the current state of the US investigation provided.

This issue was raised as a Product Safety and Compliance Committee (PSCC) investigation on September 26, 2023 with the request to the JLR Service Diagnostics team to define the scope of this matter and identify any further vehicles affected by the same condition.

The JLR Service Diagnostics team reported a methodology to the PSCC on October 3, 2023 and on October 10, 2023 confirmed this methodology was capable of identifying all vehicles which have been subject to incorrect diagnostic tool use.

The Service Diagnostics team presented the status of the investigation to the PSCC on October 10, 2023 and the findings from the identification of vehicles which had the incorrect diagnostic tool used to conduct the H441 safety recall. The PSCC agreed the issue would be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed the investigation on October 12, 2023 and concluded there is a risk that the safety defect remains on vehicles unbeknown to the owner and that vehicles identified in the at risk population should be subject to a further safety recall to correctly conduct the originally issued recall action service instruction. The RDC also requested that the PSCC diligently monitor for any further uses of the wrong diagnostic tool and as needed update defect notifications with revised scope of affected vehicles and ensure any further vehicles are added to this recall action.

JLR has received 1 report of a vehicle fire in the US received on September 8, 2023.