



# UPDATE PRIOR TO SALE NOTICE

Global Service Action  
Number: H367 UPS7921-6B

<b>Loss of Steering Assistance</b>	Subject:	Publication No.: H367 UPS7921-6B
		Model: E-PACE (X540)
		Model Year: 2021
		Date of Issue: 27 April 2022
		Expiry Date: 27 April 2022

<b>To:</b>	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
<b>For the Attention of:</b>	The Managing Director, Sales Director and Customer Service Director
<b>Related Information:</b>	<p>North American Territories: Quarantine vehicles at the Port of Entry Facility</p> <p>NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for one year only. Repairs must be completed prior to the expiry date at the top of this campaign</p> <p>This campaign does not apply to any vehicles already registered and in use, either with the retailer/authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign</p> <p>This campaign is now closed. Update is not supported on TOPIX Cloud and the software is being provided through a Software Over The Air (SOTA) campaign</p>

**This campaign is now rescinded with immediate effect.**

## DESCRIPTION OF DEFECT

A potential concern has been identified on specific vehicles within the above vehicle range.

Certain 2021 model year E-PACE vehicles may experience a loss of steering assistance, with a 'Steering Assistance Reduced' message, along with other related messages, displayed on the instrument panel cluster. The steering assistance will drop to 50% for 10 seconds and then 0% but after the ignition is cycled the steering assistance and related features will return to normal.

## ACTION TO BE TAKEN

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

This campaign directs retailers/authorized repairers to quarantine any unsold and affected vehicles within the above vehicle range.

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.

**Check the JLR claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.**

#### **CUSTOMER COMMUNICATION**

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

"JLR are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.

JLR have advised us that there is an upgrade to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best possible."

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

#### **RETAILER EMPOWERMENT**

We appreciate the frustration experienced by both our customers and retailers with regards to the launch of any Update Prior to Sale (UPS) notice.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Experience Center (CEC) in the first instance for help and support.

Yours faithfully

Stephen Oldham

Customer Service Quality - Senior Manager