



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 21, 2017

Mr. John Kobylarz
Automotive Safety Office
Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, NJ 07430

NEF-150JK
17V-678

Subject: Instrument Cluster Will Go Blank

Dear Mr. Kobylarz:

This letter serves to acknowledge Jaguar Land Rover North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

JAGUAR/F-PACE/2017-2018
JAGUAR/XE/2018
JAGUAR/XF/2017-2018
JAGUAR/XJ/2016-2017

Mfr's Report Date: October 26, 2017

NHTSA Campaign Number: 17V-678

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 7,036

Problem Description:

Jaguar Land Rover North America, LLC (Jaguar) is recalling certain 2017-2018 Jaguar XF and F-Pace, 2016-2017 Jaguar XJ and 2018 Jaguar XE vehicles. The instrument cluster (IC) may intermittently go blank.

Consequence:

A blank instrument cluster will not show important information like vehicle speed, increasing the risk of a crash.

Remedy:

Jaguar will notify owners, and dealers will update the vehicle software, free of charge. The recall is expected to begin December 19, 2017. Owners may contact Jaguar customer service at 1-800-452-4827. Jaguar's number for this recall is H056.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:


You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement