



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, **SADCJ2BV3HA054496**



**April 26, 2017**

### **Safety Recall H009 – Rear Halfshaft Incorrectly Labelled**

**Vehicle Affected: Jaguar F-PACE  
Model Year: 2017**

**National Highway Traffic Safety Administration Recall Number: 17V153**

#### **Dear Jaguar F-Pace Owner:**

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2017 model year Jaguar F-Pace vehicles.

Your vehicle is included in this Recall action.

#### **What is the concern?**

An incorrect specification rear left-hand halfshaft may have been fitted to your vehicle. If so, the halfshaft may become disengaged, possibly leading to an increase in vehicle noise, an oil leak, and, in the event of complete joint disengagement, loss of drive.

Sudden loss of drive while the vehicle is in motion could increase the risk of a vehicle crash.

#### **What will Jaguar and your authorized Jaguar retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will inspect and identify the rear left-hand halfshaft specification fitted. If the incorrect specification rear left-hand halfshaft is fitted, it will be replaced with one of the correct specification. If the correct specification rear left-hand halfshaft is fitted, no further action is required.

There will be no charge for this repair.

#### **What should you do?**

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Recall Action 'H009' completed on your vehicle.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within TEN days

**Moved or no longer own a Jaguar?**

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions regarding this Recall Action or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827), Option 9, and one of our representatives will be happy to assist you.

You may also contact us by e-mail using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email..

**If you have the need to contact Jaguar by mail, please use the following address:**

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

If you are having difficulty getting your vehicle repaired in a reasonable time, without charge, or have any additional questions regarding this Safety Recall, you may contact the National Highway Traffic Safety Administration (NHTSA) by writing to:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Experience Manager