



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, S [REDACTED]



**August 15, 2017**

**Safety Recall H034: Incorrect Restraints Control Module Software**

**Vehicle Affected: Jaguar XJ  
Model Year: 2010-2011**

**National Highway Traffic Safety Administration Recall Number: 17V-394**

**Dear Jaguar XJ 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 2010-2011 model year Jaguar XJ vehicles.

Your vehicle is included in this Recall action.

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

When connected to the Jaguar Land Rover-approved diagnostic equipment and an update to the Restraints Control, Module (RCM) is unsuccessfully undertaken, the calibration may default to a pre-set condition.

In the event of a frontal impact of sufficient severity to require the Supplementary Restraint System (SDD) to deploy the front airbags, the airbags will deploy but at impact threshold that exceed those which provide the required occupant protection.

Failure of the airbags to deploy as required can lead to increased injuries to the occupant.

### **.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 update the restraints Control Module to the latest software.

There will be no charge for this repair.

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

Please contact your preferred authorized Jaguar retailer and provide them with you Vehicle Identification Number (VIN) and request a service date to complete the work required under Program code 'H034'

### **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 30 minutes , 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.

**What if I have previously paid for this repair?**

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within (10) TEN days

**Moved or no longer own this 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?**

Should 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)..

You may also contact us by e-mail using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com).

**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 Urgent 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.

Jaguar appreciates your confidence in our product and wish to do everything we can to retain that confidence. 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