



IMPORTANT SAFETY RECALL

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

June 27, 2018

RE: Safety Recall J072: Takata Passenger Airbags

**Vehicle Affected: Jaguar XF
Model Year: 2010-2015**

National Highway Traffic Safety Administration Recall Number: 18V-010

Dear Jaguar XF Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2010-2015 model year Jaguar XF vehicles.

Your vehicle is included in this Safety Recall.

You should have received a previous letter dated February 28, 2018, advising you that we were in the process of obtaining the necessary components to repair your vehicle. At this time, those components are available.

What is the concern?

Due to prolonged exposure to combined high heat and humidity, the front passenger airbag module inflator housing may explode and deploy abnormally in the event of a crash necessitating deployment of the front passenger airbag. In such event, a front passenger airbag module inflator housing explosion could result in sharp metal fragments striking the passenger or other occupants, resulting in serious injury or death.

Please take note of the following important points pertaining to this Urgent Safety Recall:

- The Takata front passenger airbag installed in your vehicle is defective and could cause INJURY or DEATH
- The required parts to repair your vehicle are readily available
- This Recall repair is completely **free of charge** to you
- Make an appointment with an authorized Jaguar retailer of your choice **NOW** to have your vehicle repaired

What will Jaguar and your authorized Jaguar Retailer do?

Jaguar is carrying out a Safety Recall of the vehicles mentioned above. An authorized Jaguar retailer will replace the front passenger airbag module in your vehicle.

This Recall will be carried out completely free of charge and may be performed by any authorized Jaguar retailer regardless of where the vehicle was purchased.

What should you do?

Contact your preferred authorized Jaguar retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code '**J072**'. You can locate an authorized Jaguar retailer using the LOCATE RETAILER function on JaguarUSA.com or you can use the contact information below.

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 two (2) hours, 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 (10) days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions regarding this **Urgent Safety Recall** or need assistance in locating your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827), Option 9, Option 2, 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. Please include your full name, address and the 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
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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,



Eric Johnston
Vice President Customer Service
Jaguar Land Rover North America, LLC