



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]



February 16, 2018

Safety Recall H056: Virtual Instrument Cluster Going Blank

Model Year / Vehicle Affected: 2017-18 F-PACE

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V-052

Dear 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 2017-18MY F-PACE Vehicles.

Your vehicle is included in this Recall action.

What is the concern?

An issue has been identified on limited number of vehicles within the listed Affected Vehicle Range where, the Thin Film Transistor (TFT) Virtual Display Instrument Cluster has been going blank. In this condition, the instrument cluster will not display anything but will reset while driving.

Without the instrument cluster displaying important information such as the vehicle's speed, there would be an increased risk of a 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 update the Instrument Cluster (IC) software.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program code 'H056'

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 15 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.

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.

Jaguar Land Rover North America, LLC
555 MacArthur Boulevard, Mahwah, NJ 07430 Tel: 201.818.8500

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: 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 after having attempted to take advantage of this recall you believe you have not been able to have your Instrument Cluster software remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov>.

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