

SAFETY RECALL H081: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXXXXX

March 2018

SAFETY RECALL H081: Underhood Petrol Fuel Leak

Vehicle Affected: Jaguar E-PACE, F-PACE, F-TYPE, XE, and XF
Model Year: 2018

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V090

Dear Jaguar 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 2018 model year Jaguar E-PACE, F-PACE, F-TYPE, XE, and XF vehicles equipped with the Ingenium I4 2.0L petrol engine.

Your vehicle is included in this Recall action.

What is the concern?

A manufacturing concern has been identified with engine mounted fuel rails installed on Ingenium I4 2.0L Petrol engines. Some fuel rails have not been manufactured correctly, with a risk of fuel vapor and liquid leaks occurring within the engine bay. A fuel odor may be noticed by the vehicle occupants and, if the hood is lifted, liquid fuel may be seen.

Should leaking fuel come into contact with a sufficiently hot surface there is an increased risk of fire.

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 replace the fuel rail. 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 '**H081**'.

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: forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

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 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 Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle 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 Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can 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,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Relationship Centre Manager