



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 17, 2020

Mr. John Kobylarz
Automotive Safety Officer
Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

NEF-150JK
20V-557

Subject: Frontal Air Bags May Deploy Improperly

Dear Mr. Kobylarz:

This letter serves to acknowledge Jaguar Land Rover North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

JAGUAR/XJ/2010-2011, 2017

Mfr's Report Date: September 12, 2020

NHTSA Campaign Number: 20V-557

Components:

AIR BAGS: AIR BAG/RESTRAINT CONTROL MODULE:SOFTWARE
AIR BAGS:FRONTAL

Potential Number of Units Affected: 12

Problem Description:

Jaguar Land Rover North America, LLC (Jaguar) is recalling certain 2010-2011 and 2017 XJ vehicles. The Restraint Control Module (RCM) software may cause the frontal air bags to deploy improperly in the event of a frontal impact crash.

Consequence:

Failure of the air bags to deploy properly increases the risk of injury in a crash.

Remedy:

Jaguar will notify owners, and dealers will update the RCM software, free of charge. The recall is expected to begin November 6, 2020. Owners may contact Jaguar customer service at 1-800-369-1000. Jaguar's number for this recall is H294.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement