



***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain Jaguar vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website. United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.***

***This Aftersales Bulletin serves as notification to all Jaguar retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

NOTE: [this bulletin updates NAS21.07.016.](#)

#### **DESCRIPTION OF ISSUE**

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the passenger airbag deployment door integrated in the instrument panel facia contains an additional mesh layer. This may, in the event of a crash of sufficient severity where airbag deployment is required, impact the windshield with excessive force and may cause the windshield to crack and delaminate, possibly tearing the airbag.

#### **AFFECTED VEHICLE RANGE**

A total of (1) vehicle was potentially involved in the USA and Federalized Territories.

#### **F-TYPE**

Model Year: ..... 2018

VIN / Retailer: ..... SAJDD1GX3JCK55726/ Jaguar Clearwater

#### **EFFECT ON VEHICLE OPERATION**

In the event of a crash of sufficient severity where the passenger airbag deployment is required, the passenger may not receive the full protection afforded by the airbag and injury severity may increase.

#### **SERVICE PROGRAM / REWORK ACTION**

Jaguar is carrying out a recall of the vehicles mentioned above to replace the Instrument Panel top cover.

There will be no charge to owners for this action under this Program.

#### **OWNER NOTIFICATION**

Owner notification is expected to occur on or before August 27, 2021.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin H365NAS, *SAFETY RECALL: INSTRUMENT PANEL - RENEW*

## PARTS

**NOTE:** use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY
Instrument panel	T2R3397PVJ	1

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE:** use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	VEHICLE IDENTIFICATION NUMBER (VIN)	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER(S)	QUANTITY
H365	A	SAJDD1GX3JCK55726	Instrument Panel - Renew	99.02.01.42	2.8	T2R3397PVJ	1
H365	B	SAJDD1GX3JCK55726	Instrument Panel - Renew	99.02.01.42	2.8	T2R3397PVJ	1
			Drive in/drive out	10.10.10	0.2	-	-

*Normal Warranty policies and procedures apply.*

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SAJXXXXXXXXLXXXXXXXX**

**July 2021**

**SAFETY RECALL H365: Instrument Panel - Renew**

**Vehicle Affected: Jaguar F-TYPE  
Model Year: 2018**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-500**

**Dear Jaguar F-TYPE Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2018-2020 model year Jaguar F-TYPE vehicles.

Your vehicle is included in this Recall action.

**What is the concern?**

An issue has been identified where the passenger airbag deployment door integrated in the instrument panel facia contains an additional mesh layer. This may, in the event of a crash of sufficient severity where airbag deployment is required, impact the windshield with excessive force and may cause the windshield to crack and delaminate, possibly tearing the airbag.

In the event of a crash of sufficient severity where the passenger airbag deployment is required, the passenger may not receive the full protection afforded by the airbag and injury severity may increase.

**What will Jaguar and your authorized Jaguar retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above to replace the Instrument Panel top cover.

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 **'H365'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

**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 three (3) 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.

**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 regarding this Program, 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 Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and 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 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 black ink, appearing to read 'Thomas Giese', with a long vertical line extending downwards from the end of the signature.

**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service

# Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover H365

**Certain 2018 Model Year Jaguar F-TYPE for Incorrectly Manufactured Passenger Airbag Deployment Door In the Upper Instrument Panel**

A concern has been identified with a small number of 2018 to 2020 model year Jaguar F-TYPE vehicles, where the passenger airbag deployment door integrated in the instrument panel contains an additional fabric mesh layer in error. An additional mesh layer in the deployment door can, in the event of a crash of sufficient severity where airbag deployment is required, impact the windshield with excessive force. This may cause the windshield to crack and delaminate, possibly tearing the airbag.

## **Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

## **Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

In the event of a vehicle crash of sufficient severity where passenger airbag deployment is required, the passenger may not receive the full protection afforded by the airbag and injury severity could increase.

## **Question 3**

Can you tell me more about what is wrong with the vehicles?

*Answer*

Testing revealed the additional mesh layer in the passenger side airbag deployment door could impair the operation of the door during a passenger airbag deployment. The tests indicated the deployment door could strike the windshield with enough force to cause cracking with potential tearing of the airbag surface.

## **Question 4**

How would the customer become aware of their vehicle potentially having this concern?

*Answer*

Customer will be unaware of this concern.

## **Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes. In the event of a vehicle crash of sufficient severity where passenger airbag deployment is required, the passenger may not receive the full protection afforded by the airbag and injury severity could increase.

**Question 6**

Has JLR received many complaints?

*Answer*

No.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There are no reports of accidents or injuries or fires as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

Investigation was opened following a notification from the manufacturer, who discovered an additional mesh layer in the airbag deployment door during a quality check.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation started on May 18, 2021.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety and product compliance? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall compliance and reliability of the vehicle. v carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

These vehicles will be manufactured with a single mesh layer in the airbag deployment door.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Retailers will renew the affected instrument panel with a part manufactured to the correct specification.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

1 2018 Model year Jaguar F-TYPE vehicle manufactured at the Castle Bromwich vehicle assembly plant listed below:

- SAJDD1GX3JCK55726

Production Date: January 24th 2018..

**Question 14**

Are other JLR models affected by this concern?

*Answer*

No, no other vehicles are affected by this concern.

**Question 15**

Is the repair available to rework vehicles?

*Answer*

Yes

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 18**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 3 hours. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 19**

Can I safely continue to drive my vehicle until it has been repaired?

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.