



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**May 07, 2021**

### **SAFETY RECALL H349: Rear Side Member Assembly Missing Spot Welds**

**Vehicle Affected: Jaguar XE**  
**Model Year: 2017-2018; 2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-248**

#### **Dear Jaguar XE 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 2017-2018 and 2020 model year Jaguar XE vehicles.

Your vehicle is included in this Recall action.

#### **What is the concern?**

Jaguar Land Rover has found that one or both of the rear rail assemblies (rear longitudinal armatures) installed as part of a service repair may not have enough structural strength due to a number of spot welds being missed during service part manufacture.

Vehicles in this condition are at risk of the rear bumper armature detaching if the vehicle is towed, or, in a situation where the vehicle is towing a trailer, the towbar assembly could detach and control of the trailer will be lost.

This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

#### **What will Jaguar and your authorized Jaguar Retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above to correct your vehicle with replacement parts installed in line with correct welding standards. 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 'H349'.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) 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 4.5 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.



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**What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

**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 Center at **1-800-4JAGUAR (1800-452-4877)**.

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 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,



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