



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

October 20, 2021

SAFETY RECALL H378: Early Deactivation of the Automatic Locking Retractor Mode

**Vehicle Affected: Jaguar F-PACE, F-TYPE, XF
Model Year: 2020-2022**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-667

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 which relates to motor vehicle safety exists in certain 2020-2022 model year Jaguar F-PACE, F-TYPE and XF vehicles.

Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified on certain Jaguar vehicles mentioned above where, seatbelt assemblies manufactured by Autoliv may not meet the performance requirements of occupant crash protection.

In order to secure certain child seats using only the seatbelt, the seatbelt must be put in Automatic Locking Retractor (ALR) mode to remove extra seatbelt slack. Due to a subcomponent company manufacturing issue, the ALR lever inside affected seatbelts may unintentionally deactivate early and switch to Emergency Locking Retractor (ELR) mode; which could allow the seatbelt to become loose, causing the child seat to be unsecured, and lead to an increased risk of injury.

This concern does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

What will Jaguar and your authorized Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized retailer will inspect the affected seat belt assemblies. If any seat belt is found to be faulty, it will be replaced. There will be no charge to owners for this action 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 'H378'.

Until this repair has been completed, do not attempt to install child safety seats using the seat belt with the ALR function and instead only install child safety seats in positions where the LATCH system (lower anchors and top tether) will be used to secure the child safety seat.

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 one (1) 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.



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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 (if known); please fill out and return the enclosed return postage-paid card.

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)** and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: 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

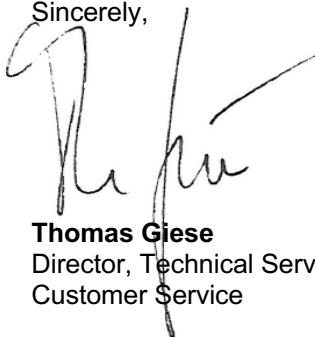
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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