



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]

September 13, 2023

SAFETY RECALL H445: Rear Camera Image Display

Vehicle Affected: Jaguar XE

Model Year: 2019

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-501

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 certain 2019 Model Year Jaguar XE vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear visibility".

Your vehicle is included in this Recall action.

What is the reason for this program?

On certain 2019 Model Year Jaguar XE vehicles with Rear Camera View and Navigation Pro, due to wiring damage in the trunk, the rearview camera image may not appear on the display.

A rearview camera that does not display an image can reduce the driver's rear view increasing the risk of a crash.

What will Jaguar and your authorized Jaguar Retailer do?

Vehicles will have the rear camera functionality and related camera harness in the trunk inspected. Where camera functionality is OK and no harness damage is noted, cable clips will be replaced assuring cable routing is correct. Where damage to the wiring harness is found, the harness will be repaired and the cable retaining clips will be replaced to assure cable routing. There will be no charge to the owners for this repair.

Please be advised that Jaguar does not yet have the parts required to complete this repair. When all parts and repair processes are available you will receive a 2nd notification letter.

What should you do?

Once there is an adequate supply of the necessary parts, we will notify you via a second letter requesting that you 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 'H445'.

Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?

Drivers should monitor the rearview camera image on the display screen and contact the Service Manager at your authorized Jaguar retailer for assistance if you have any questions or concerns.

If the rear camera is in an intermittent or failed state, when reversing, additional caution should be taken, including using rear and sideview mirrors to ensure objects and pedestrians are not in the vehicle's path.



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How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. The work is expected to take approximately one (1) hour. Your retailer can provide you with a better estimate of the overall time for the service visit.

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

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would 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 (1800-452-4827), Option 9** 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

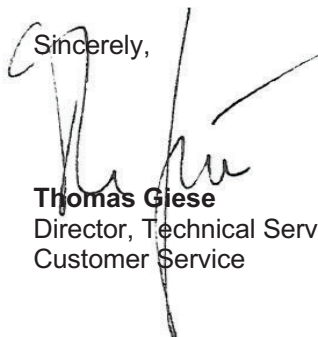
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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