



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**June 12, 2024**

### **SAFETY RECALL H491: Passenger Airbag Deployment**

**Vehicle Affected: Jaguar E-PACE**

**Model Year: 2021-2023**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-278**

**Dear Jaguar E-PACE 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 2021-2023 model year Jaguar E-Pace vehicles.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

The passenger airbag may tear during deployment.

A torn airbag may not adequately protect an occupant in a crash, increasing the risk of injury. Additionally, a torn airbag may allow the escape of hot gases which can burn an occupant.

#### **What are the warning signs of this condition?**

This will not be apparent to a driver during normal vehicle use.

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

Until such time as the recall is completed, customers are advised to be extra vigilant when operating the vehicle and ensure all vehicle occupants are properly restrained with seatbelts.

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

Your Jaguar retailer will replace the passenger airbag module. 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?**

When you receive the 2<sup>nd</sup> notification letter, 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 **'H491'**.

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



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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 any inconvenience to customers. The work is expected to take approximately 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.

### **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, during the recall repair service appointment, 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, LLC.

### **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 **1-800-452-4827, 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](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 you believe your dealer fails to or is unable to remedy this defect 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>.

Thank you again for selecting Jaguar, your ownership experience is very important to us. 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, Customer Experience & Commercial Revenue  
Technical Engineering Service