



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

July 2, 2024

SAFETY RECALL H506: AJ20-P6 Engine Oil Filter Housing Cracked

Vehicle Affected: Jaguar F-PACE

Model Year: 2024

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-451

Dear Jaguar F-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 2024 model year Jaguar F-PACE vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

On certain vehicles, the oil filter housing may not have been manufactured properly. Over time, the housing could crack and cause oil to leak onto hot components in the engine compartment.

Oil that leaks onto hot components can create the risk of a fire. Additionally, an oil leak could create a hazard for others and increase the risk of a crash.

What are the warning signs of this condition?

Smoke and potentially flames may be seen from the under-hood area. Also, there may be signs of oil staining on the driveway and in parking bays. An engine oil warning light may also appear.

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. If you notice oil leaking or an oil warning light, stop driving the vehicle and contact your authorized Jaguar retailer at once.

What will Jaguar and your authorized Jaguar Retailer do?

Your authorized Jaguar retailer will replace the oil filter housing, complete with filter and associated O-rings. There will be no charge to the owners for this repair.

What should you do?

Please contact your preferred authorized Jaguar retailer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'H506'. Your retailer has been advised to make these repairs a top priority, however please discuss your vehicle mobility requirements if it is not possible to immediately repair your vehicle.

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 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.

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 email us at jaqweb1@jaguarlandrover.com

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: jaqweb1@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 retailer 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,

A handwritten signature in black ink, appearing to read 'T. Giese', written in a cursive style.

Thomas Giese
Director, Customer Experience & Commercial Revenue
Technical Engineering Service