



# SAFETY RELATED RECALL

Global Recall Action  
Number: H535

<b>Subject:</b>  <b>Loss of Rear View Camera Image</b>	Publication No.: H535
	Model: XE (X760)
	Model Year: 2019 - 2020
	Date of Issue: 09 December 2025

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers in Jaguar Land Rover North America, LLC, Jaguar Land Rover Canada ULC, India, Taiwan and Korea.
<b>For the Attention of:</b>	The approved JLR retailer / authorized repairer.
<b>Important:</b>	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.  This bulletin supersedes H445 with immediate affect.

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2019 model year and 2020 model year Jaguar XE vehicles, where the rear view camera image may become intermittent or permanently fail to display on the vehicles Touchscreen as a result of wiring damage in the luggage compartment.

Lack of, or intermittent, display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle, increasing the risk of an accident.

### ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles must be contacted requesting that the owner contact their nearest JLR retailer / authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC / Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

JLR retailers / authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 25V-017

Transport Canada (TC) reference number: 2025-016

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer / authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

The following applies to:



[NORTH AMERICA]

## REGULATORY INFORMATION



**The following applies to:**  
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2019 model year and 2020 model year Jaguar XE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that JLR retailers / authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires JLR retailers / authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a JLR retailer / authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR retailers / authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.



**The following applies to:**  
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers / authorized repairers who proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - H535

### Parts Information

The overlay harness must be ordered through JLR in the normal manner. All other parts and tools are locally sourced.

Description	Part Number / Sundry code	Market	Qty / value (£)
Overlay harness	419130054	All	1
Anti-abrasion tape, double sided tape, 2x inline connectors and 2x heatshrink sleeves	*ZZZ999	India, South Korea, Taiwan	£20
Terminal extraction tool, Anti-abrasion tape, double sided tape, 2x inline connectors and 2x heatshrink sleeves	**ZZZ999	Canada, United States	£40

#### NOTE:

\* An allowance equivalent to £20 Sterling has been allocated to locally source the anti-abrasion tape, double sided tape, 2x inline connectors and 2x heatshrink sleeves.



#### The following applies to:

[India, South Korea, Taiwan]

The TE Connectivity 726534-2 depinning tool will be provided free of charge, directly from the national sales company.

#### NOTE:

\*\* An allowance equivalent to £40 Sterling has been allocated to locally source the terminal extraction tool, anti-abrasion tape, double sided tape, 2x inline connectors and 2x heatshrink sleeves.



#### The following applies to:

[Canada, United States]

The TE Connectivity 726534-2 depinning tool is to be locally sourced from a suitable distributor - An example of a suitable distributor is [www.mouser.com](http://www.mouser.com).

### SROs

Description	SRO	Time
Rear view camera harness overlay	99.03.57	1.2
Drive in / drive out	10.10.10	0.2

#### NOTE:


Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPlx to obtain the latest repair time.

### Warranty Information

Warranty claims must be submitted quoting program code H535 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

						Part Number / Sundry	Qty / Value
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Program	Option	Description	Market	SRO	Time	code	(£)
H535	A	Rear view camera harness overlay	India, South Korea, Taiwan	99.03.57	1.2	419130054 *ZZZ999	1 £20
H535	B	Rear view camera harness overlay Drive in / drive out	India, South Korea, Taiwan	99.03.57 10.10.10	1.2 0.2	419130054 *ZZZ999	1 £20
H535	C	Rear view camera harness overlay	Canada, United States	99.03.57	1.2	419130054 **ZZZ999	1 £40
H535	D	Rear view camera harness overlay Drive in / drive out	Canada, United States	99.03.57 10.10.10	1.2 0.2	419130054 **ZZZ999	1 £40

 **NOTE:**

The option that contains the drive in / drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims must be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

### Customer Reimbursement and Related Damage Process

 **NOTE:**


If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION](#)

## SERVICE INFORMATION - ELECTRICAL CONNECTOR TERMINAL EXTRACTION

 **CAUTION:**

Inspect electrical connectors and electrical connector housing for evidence of damage. Any damaged electrical connectors must be replaced. Damage may affect the security of a terminal inside the connector housing. Damage may affect the operation of the anti-backout device. Damage may affect the installation of the connector housing to the intended component / connector housing.

 **NOTE:**

When removing and installing electrical terminals care must be exercised to avoid damaging the terminals and / or the electrical connector.

During step 20 of the service instruction, you are required to remove and install terminals from a block connector. This service information section provides the instruction of how to remove and install terminals from the relevant block connector. Technicians **MUST** read and understand this service information section before completing step 20 of the service instruction.



**The following applies to:**  
[India, South Korea, Taiwan]

The TE Connectivity 726534-2 depinning tool will be provided free of directly by the national sales company.

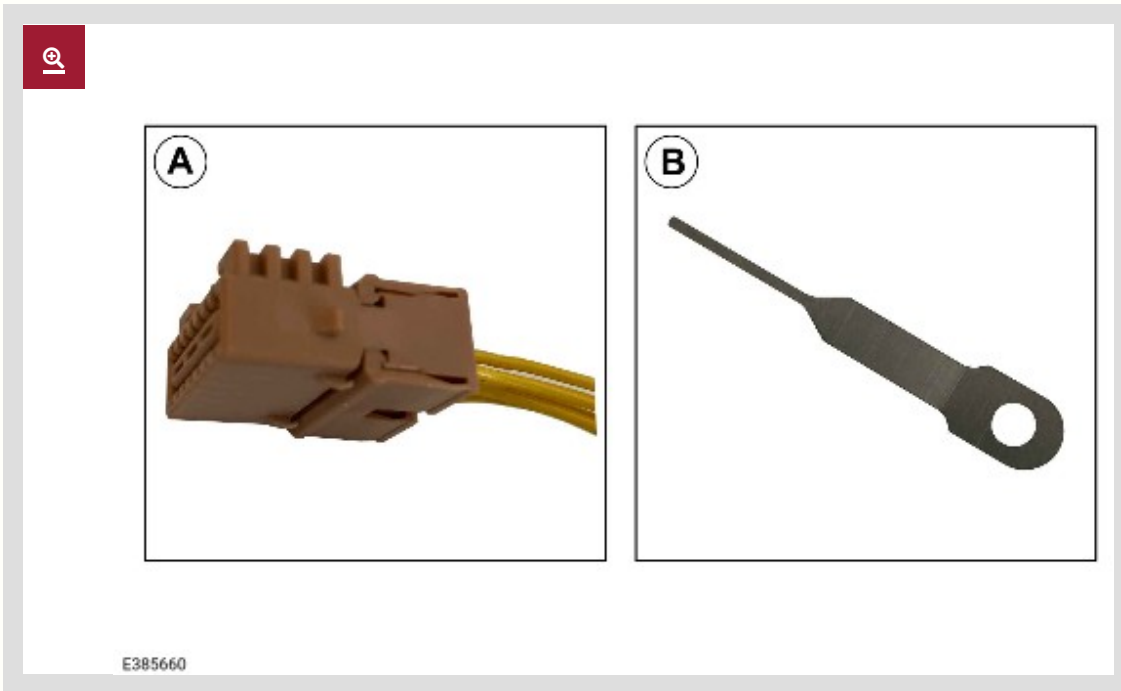


**The following applies to:**  
[Canada, United States]

The TE Connectivity 726534-2 depinning tool is to be locally sourced from a suitable distributor - An example of a suitable distributor is [www.mouser.com](http://www.mouser.com).

1. Parts and tools:

- A: Block connector.
- B: Terminal extraction tool.



2.



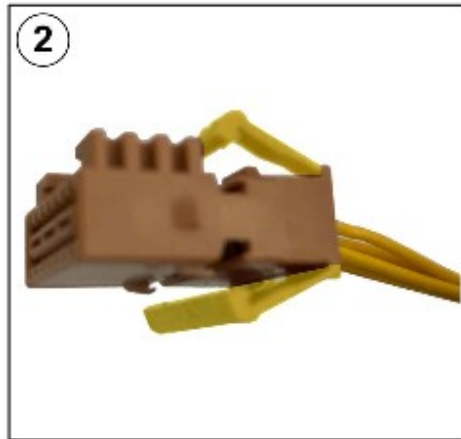
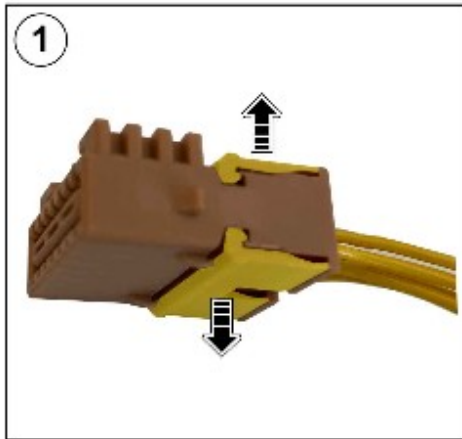
**WARNING:**

Do not use excessive force when releasing the anti-backout devices. Excessive force may cause damage to the locking device.

Release the anti-backout devices.

1. Using a suitable tool release the anti-backout devices.
2. Hold the anti backout devices away from the anti-backout device locks.

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3.



**WARNING:**

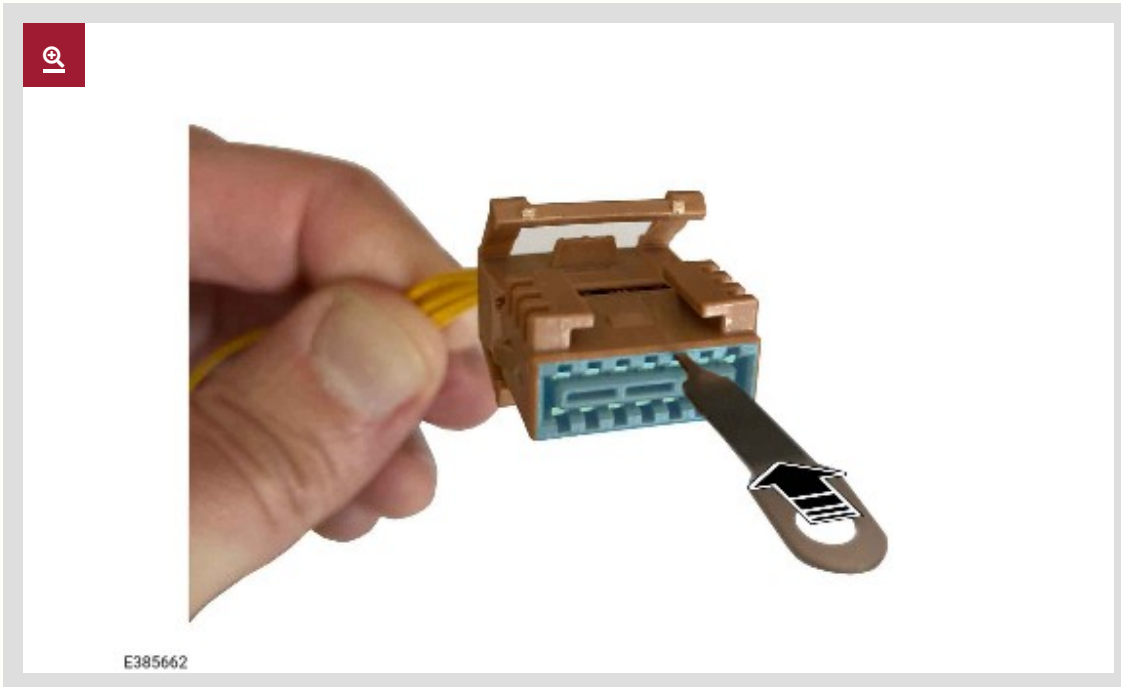
The orientation of the terminal extraction tool must be as shown in the illustration.



**CAUTION:**

DO NOT use the 418-595 de-pinning tool, this will cause damage to the block connector.

Insert the terminal extraction tool (A) into the required cavity to release the locking mechanism (B), as shown in the illustration.



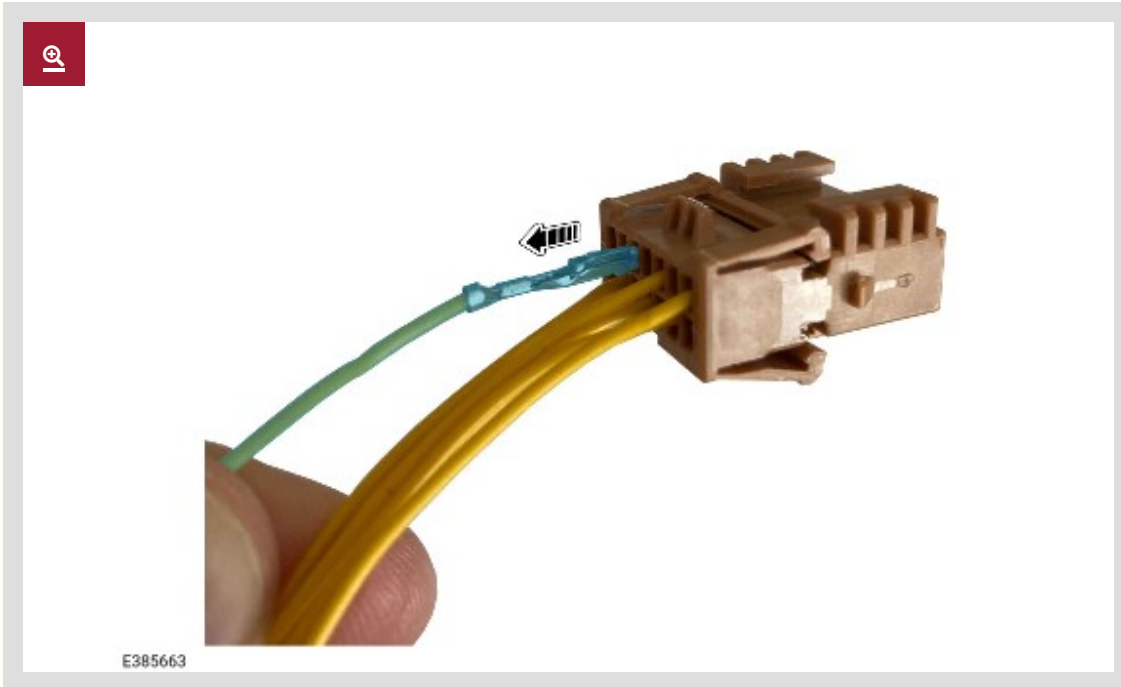
4.



**NOTE:**

When the terminal extraction tool is inserted correctly the wire will remove with little force.

Pull the wire to remove the terminal from the block connector.



5.

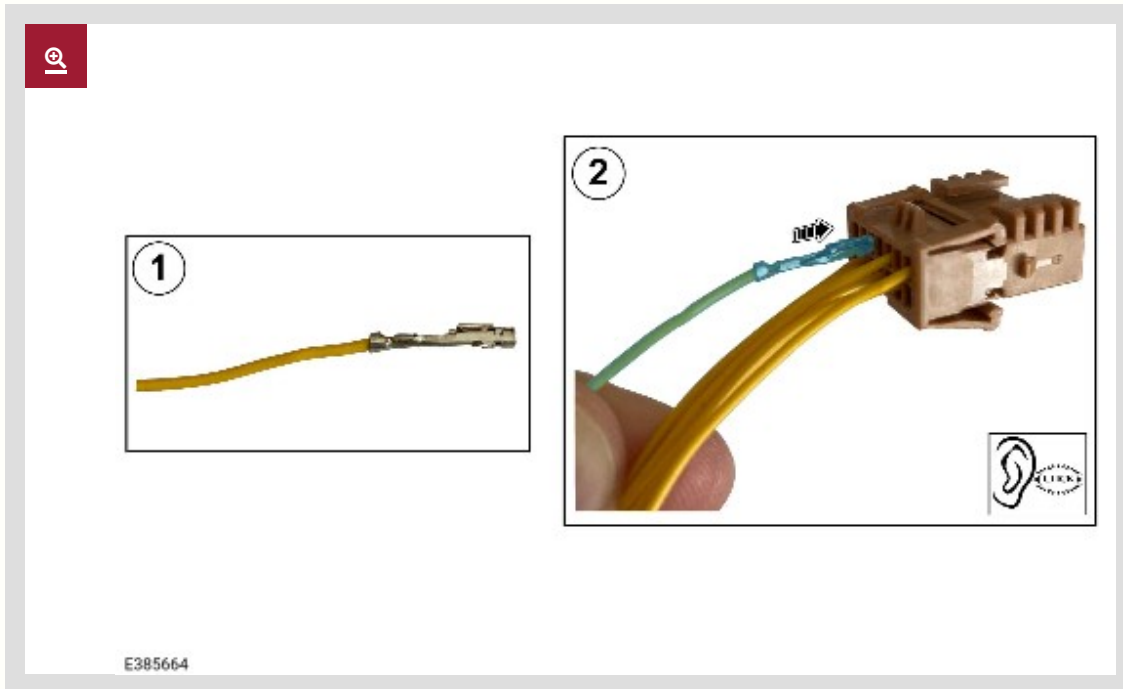


**NOTE:**

An audible 'click' will be heard when the terminal is correctly installed.

Insert the terminal into the block connector as shown in the illustration.

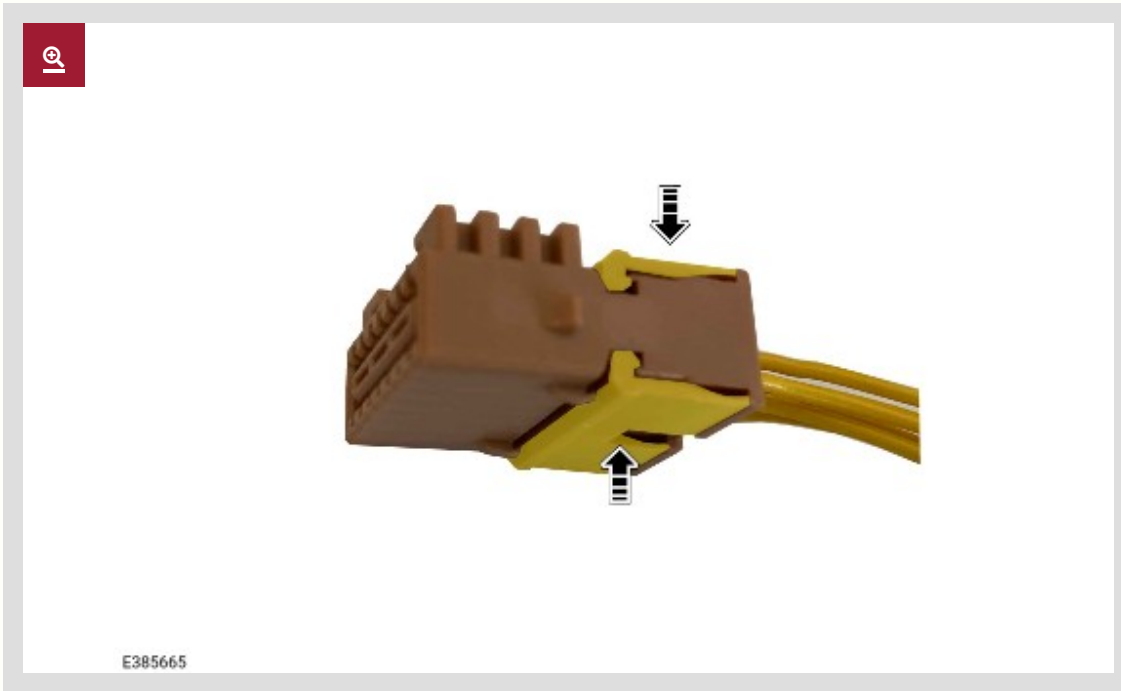
1. Removed terminal example.
2. Push the terminal into the required cavity until an audible 'click' is heard.



6. Gently pull the installed wire it must be installed correctly.

7. Repeat the process for all required wires.

8. Install the anti backout devices.



## SERVICE INSTRUCTION



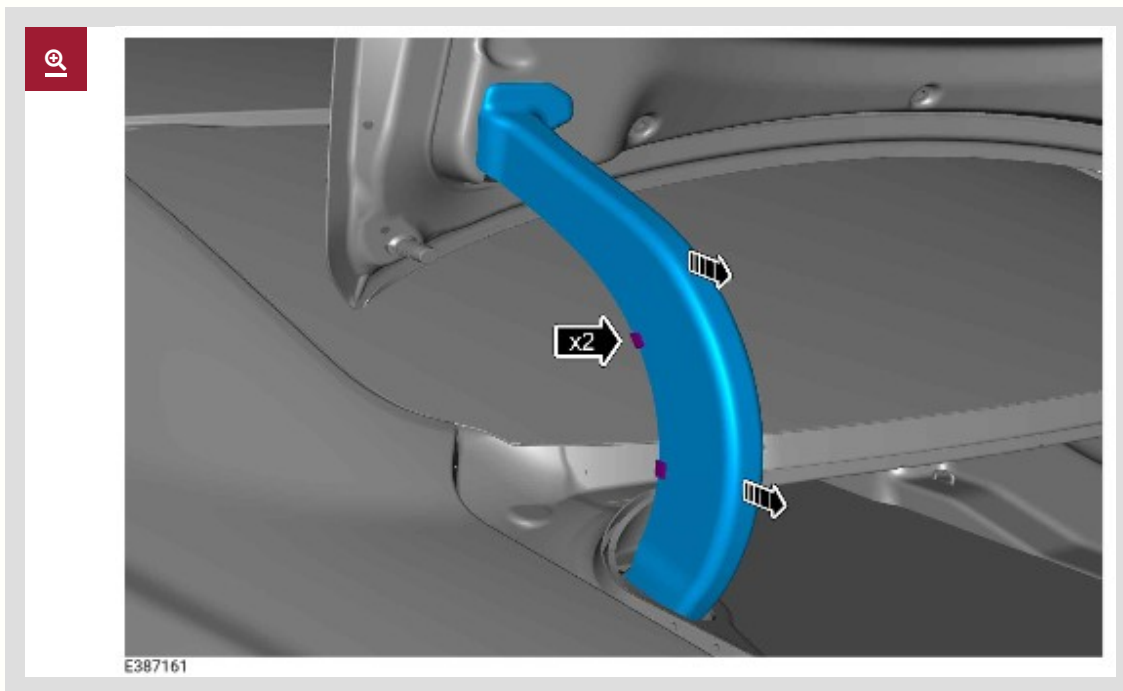
### NOTES:

- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- This procedure contains illustrations showing certain components removed to provide extra clarity.

1. Disconnect the startup battery (see TOPIx workshop manual section 414-00: Battery and Charging System - General Information - General Procedures - Startup Battery Disconnect and Connect).


2. Remove the left and right luggage compartment lid hinge covers.

- Release the 2 tabs on both sides.



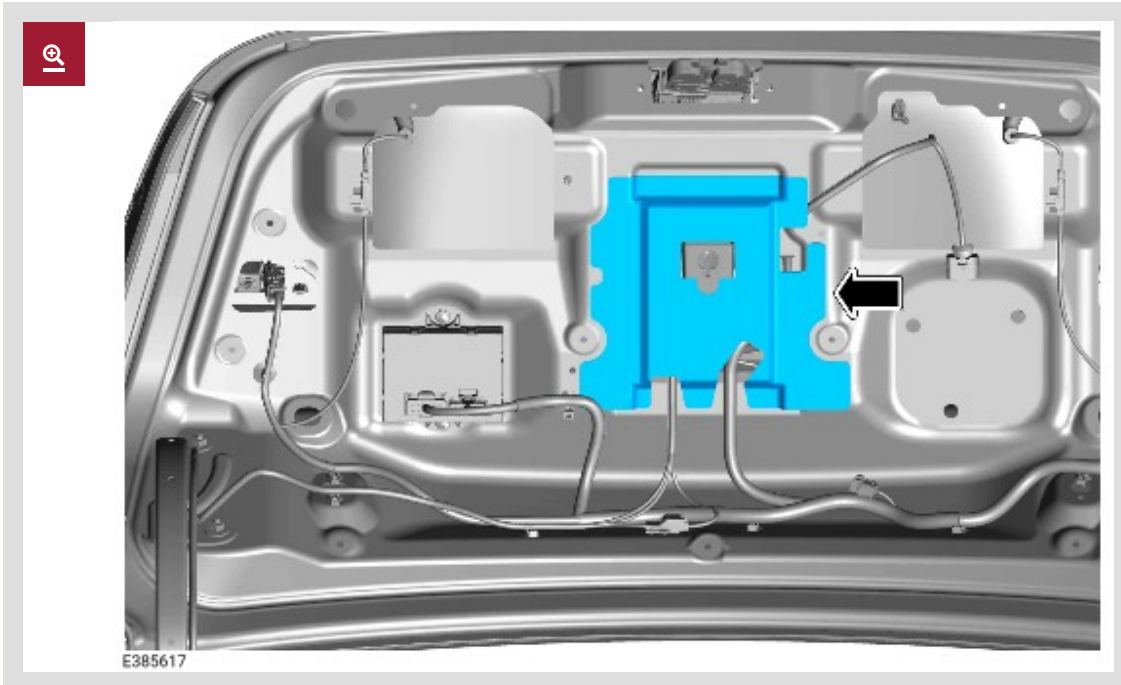
3. Remove the luggage compartment lid trim panel (see TOPIx workshop manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Lid Trim Panel).

4.

 NOTE:


The luggage compartment trim switch cover is held in place with double sided tape. New double sided tape will be require during installation.

Remove the luggage compartment trim switch cover.



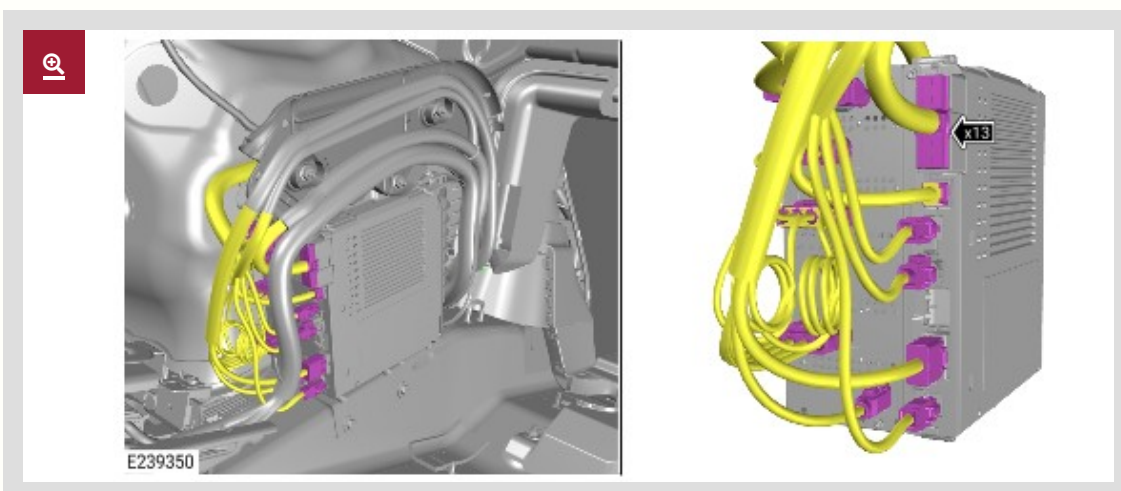
5. Remove the luggage compartment left trim panel (see TOPIx workshop manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Left Trim Panel).

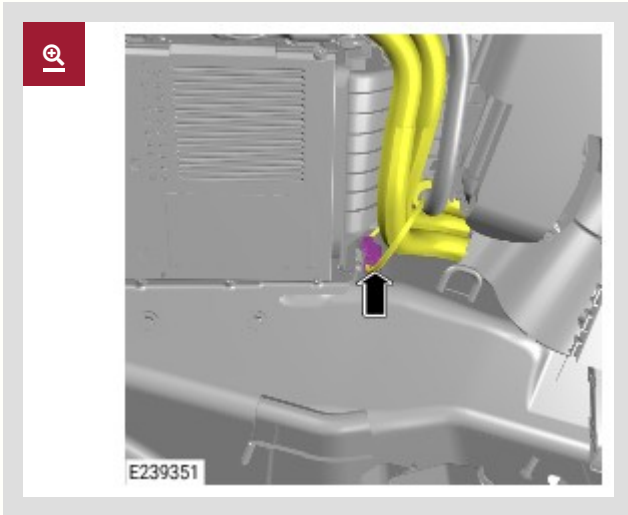
6.

 NOTE:

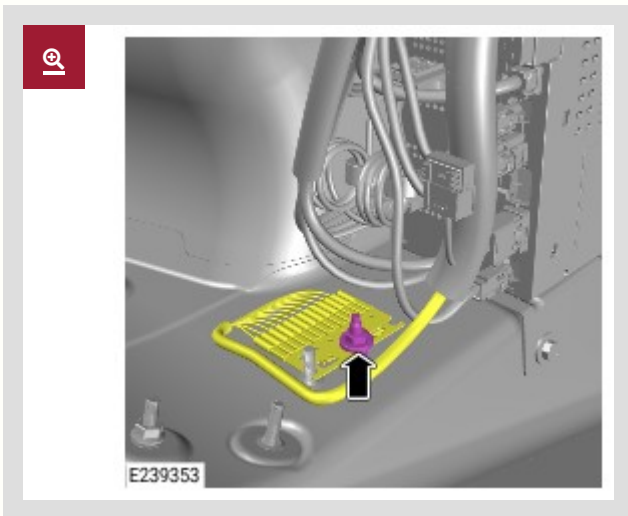
There may be 10 to 13 connectors depending on the infotainment master controller variant.

Disconnect the required number of electrical connectors.

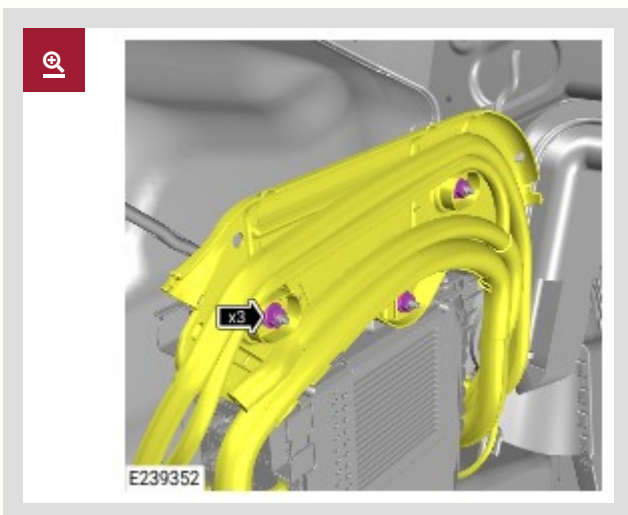




7. Disconnect the electrical connector.

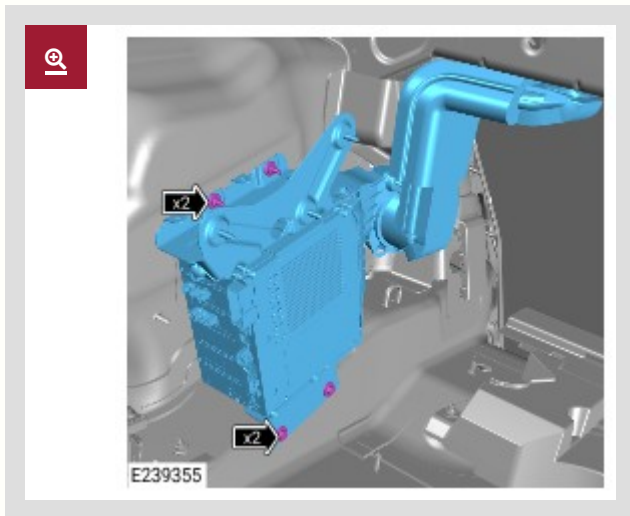
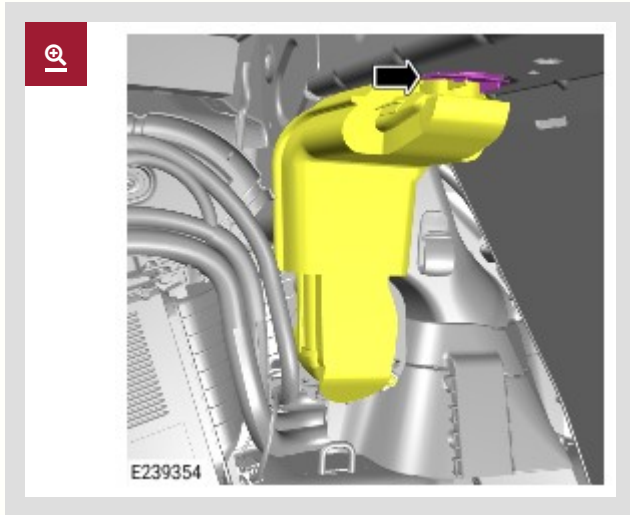


8. Remove the ground cable nut.

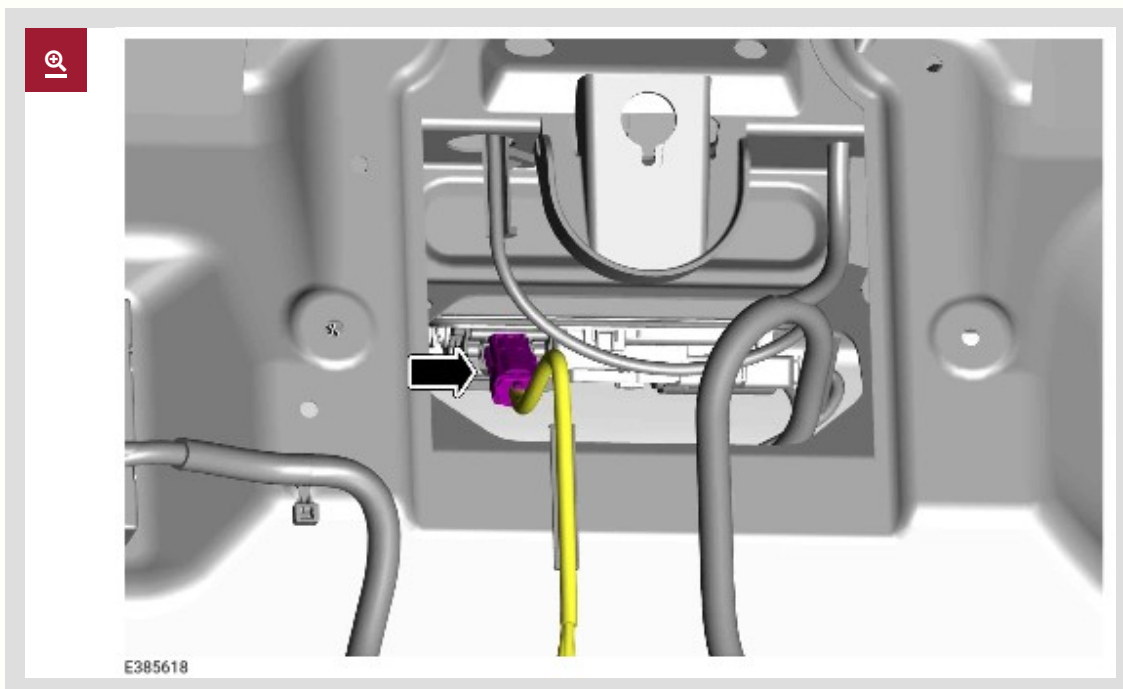


9. Reposition the wiring harness away from the infotainment master controller bracket.


- Remove the 3 nuts.



12. Disconnect rear view camera electrical connector.



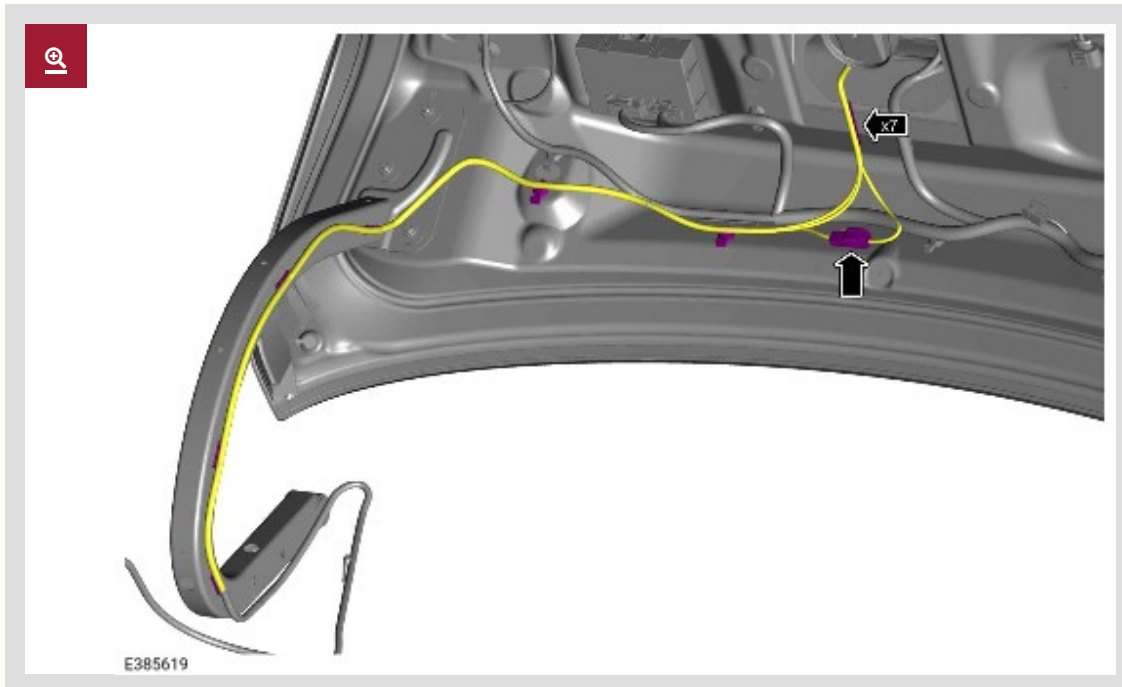
13.

 NOTE:

Photos of the wiring harness routing may be taken at this step to assist during installation steps.

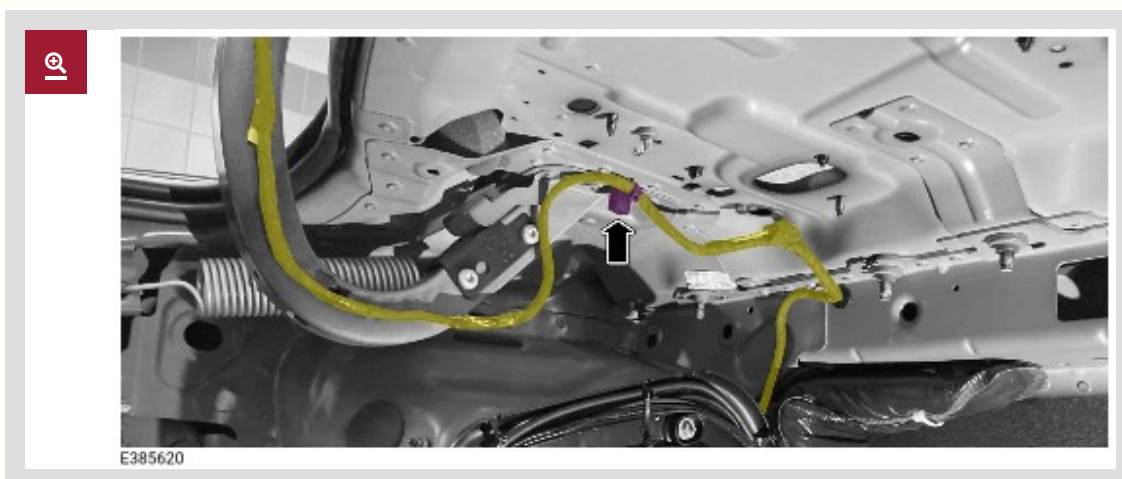
Release the 7 wiring harness clips.

- Release the wiring harness connector, do not disconnect the wiring harness connector.
- Reposition the wiring harness.

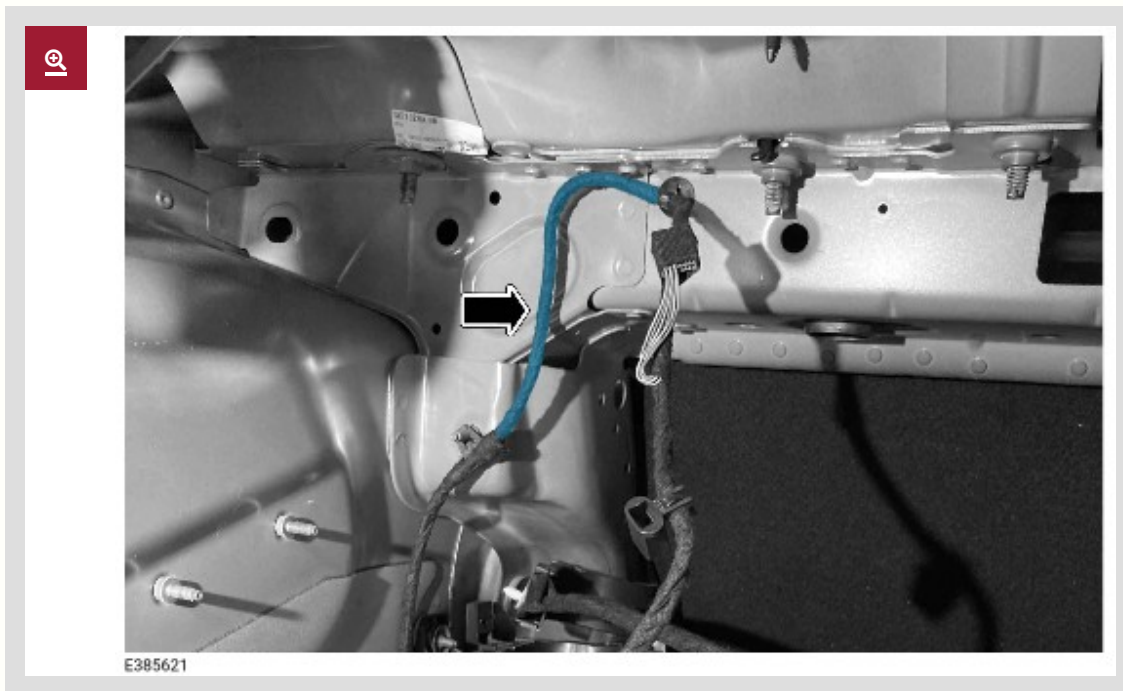


14. Release the wiring harness clip.

- Reposition the wiring harness.

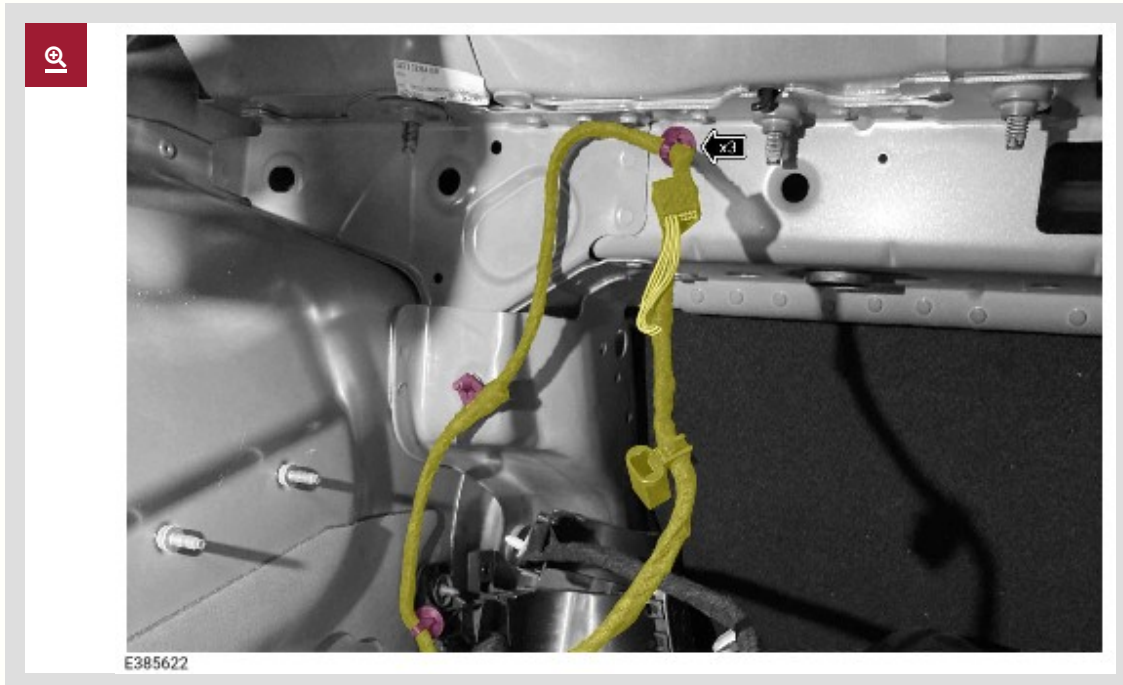


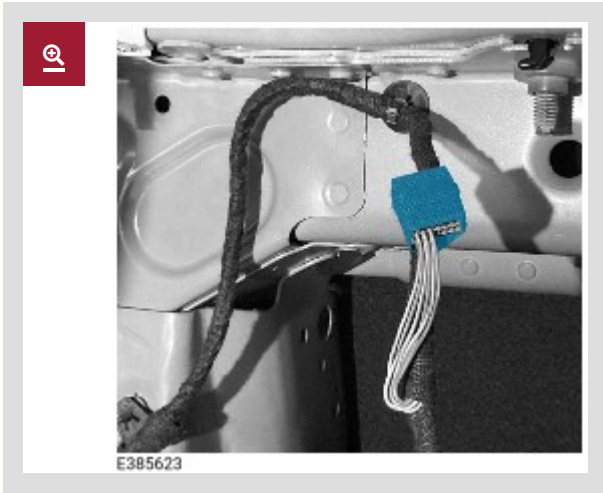
15. Mark / highlight the wiring harness in the area shown in the illustration.  
This area of the wiring harness will require the wiring harness protective tape removing during step 18.



16. Release 3 wiring harness clips.

- Reposition the wiring harness.





17. Remove the anti-abrasion tape from the block connector.

18.

**!** CAUTION:

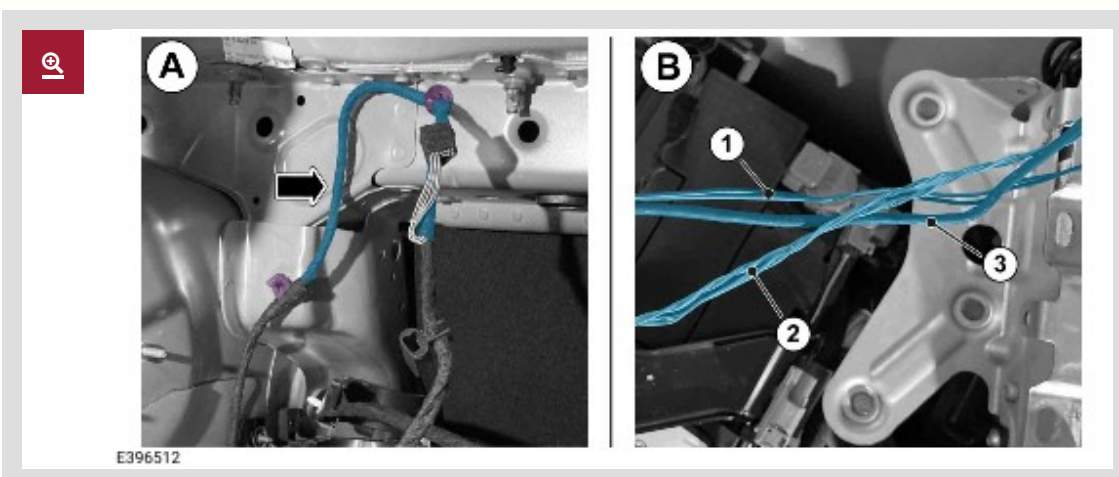
You must not damage the wires when removing the anti-abrasive tape.

**△** NOTE:

7 wires / cables will be exposed when removing the anti-abrasion tape from the wiring harness. 2 sets of twisted wires (all twisted wires are the same color) for the block connector. 1 black (BK) wire and 1 blue/green (BU/GN) wire (to be spliced). 1 coaxial cable for the rear view camera.

Remove the wiring harness anti-abrasion tape from the area marked in (A) in the illustration and expose the wires (B).

1. 1 black (BK) wire and 1 blue/green (BU/GN) wire. Wire to be spliced.
2. 2 sets of twisted wires.
3. Rear view camera coaxial cable.



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**19.** Remove the anti-abrasion tape holding the block connector on the new wiring harness overlay to allow access to the block connector.

20.



**WARNING:**

**DO NOT** untwist the block connector wiring during this step.



**CAUTION:**

One wire must be removed from the old block connector and installed to the new block connector at a time. **DO NOT** remove more than one wire at a time. The correct wire **MUST BE** installed into the correct block connector terminal.



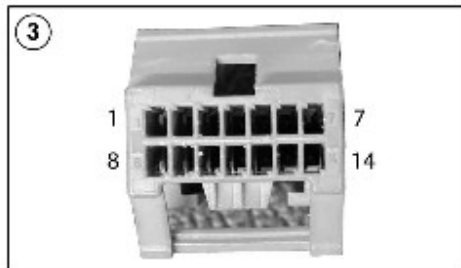
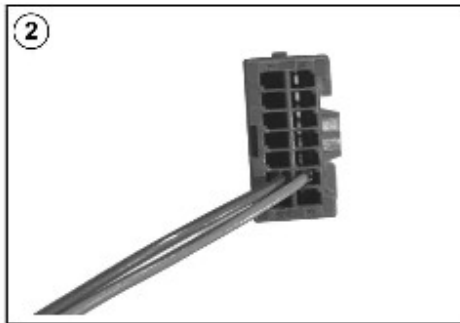
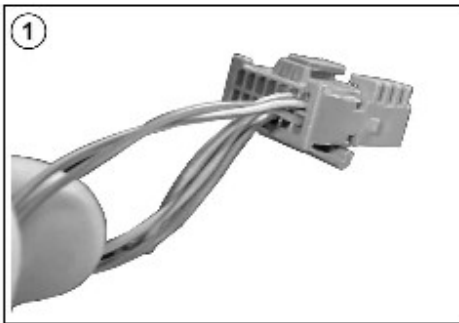
**NOTE:**

You **MUST** refer to the **SERVICE INFORMATION** section of this document before completing this step.

Align the new wiring harness overlay with the old wiring harness and install the 2 sets of twisted wires into the block connector.

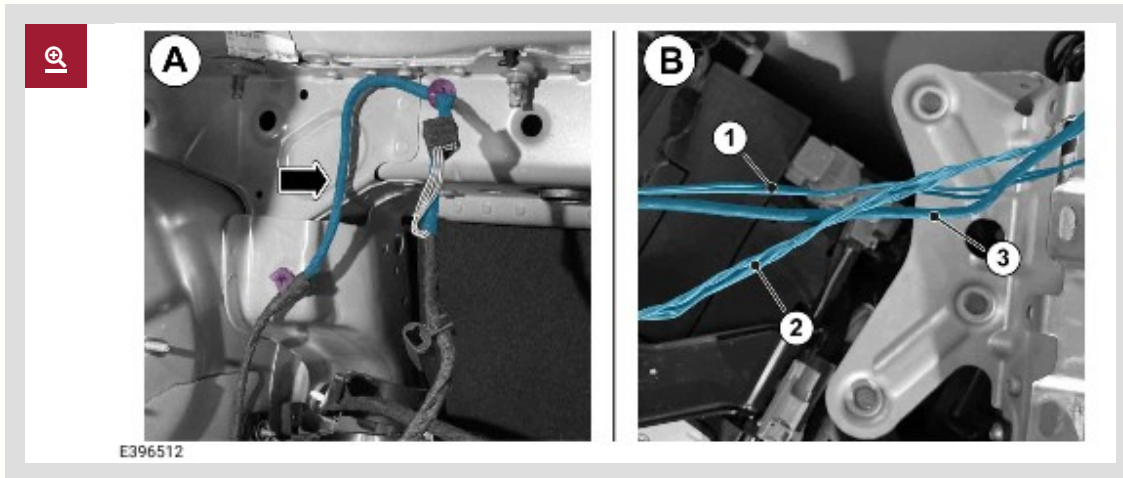
- Working on 1 wire at a time:
  - Remove a wire from terminal 1 of the original block connector and install it into terminal 1 of the new block connector.
  - Remove a wire from terminal 8 of the original block connector and install it into terminal 8 of the new block connector.
  - Remove a wire from terminal 3 of the original block connector and install it into terminal 3 of the new block connector.
  - Remove a wire from terminal 10 of the original block connector and install it into terminal 10 of the new block connector.

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21. Align the exposed wires on the old wiring harness and new wiring harness overlay. The area of exposed wiring (B) on the old wiring harness (between the 2 clips (A)) must be aligned with the new wiring harness, using the 2 clips as reference points.



22.



**NOTE:**

When cutting the black (BK) and blue/green (BU/GN) wires, the cuts must be staggered by a minimum of 50mm to allow for insulation.

Cut the wires to length in the area between the 2 clips.

1. Using a suitable tool, cut the black (BK) wire on both the old wiring harness and the new wiring harness overlay to a suitable length within the exposed area.
2. Using a suitable tool, cut the blue/green (BU/GN) wire on both the old wiring harness and the new wiring harness overlay to a suitable length within the exposed area.

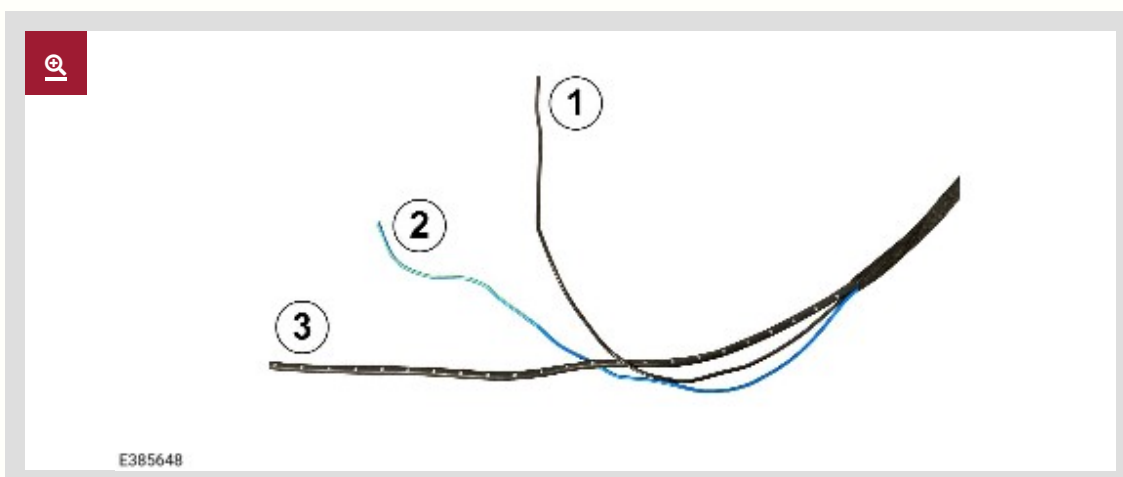


**CAUTION:**

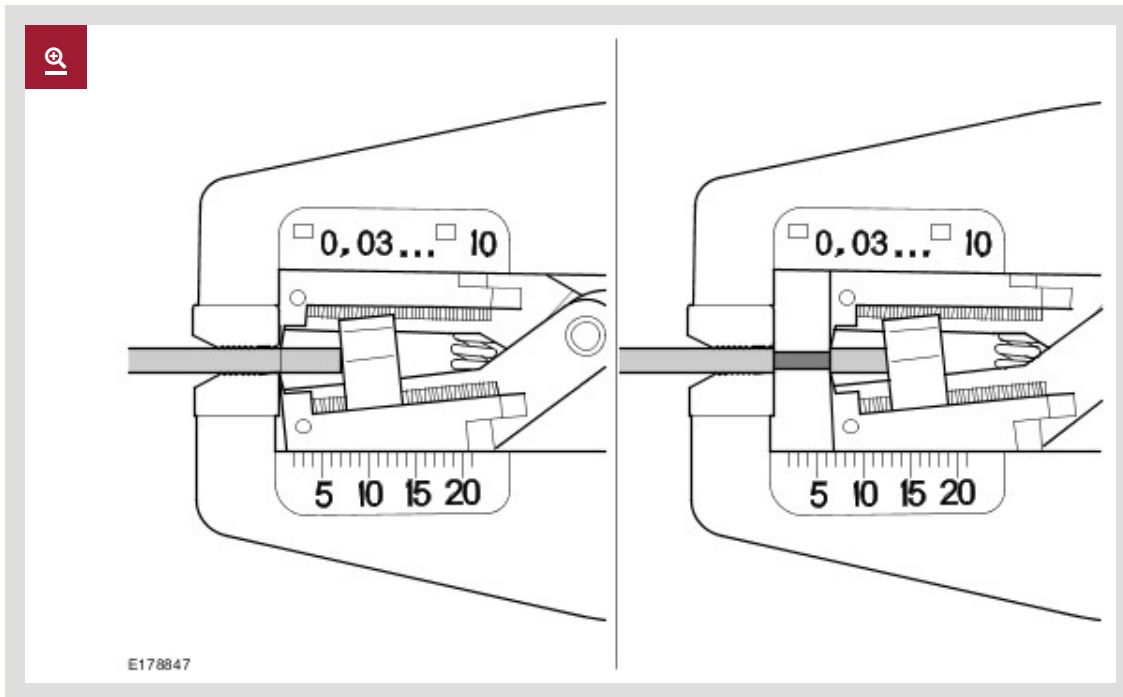
The rear view camera coaxial cable on the new wiring harness overlay **MUST NOT** be cut.

Using a suitable tool, cut the rear view camera coaxial cable on the old wiring harness.

- Remove the old wiring harness from the vehicle and discard.



23. Remove 10 mm (0.39 inch) length of insulation from the prepared wires.



24.

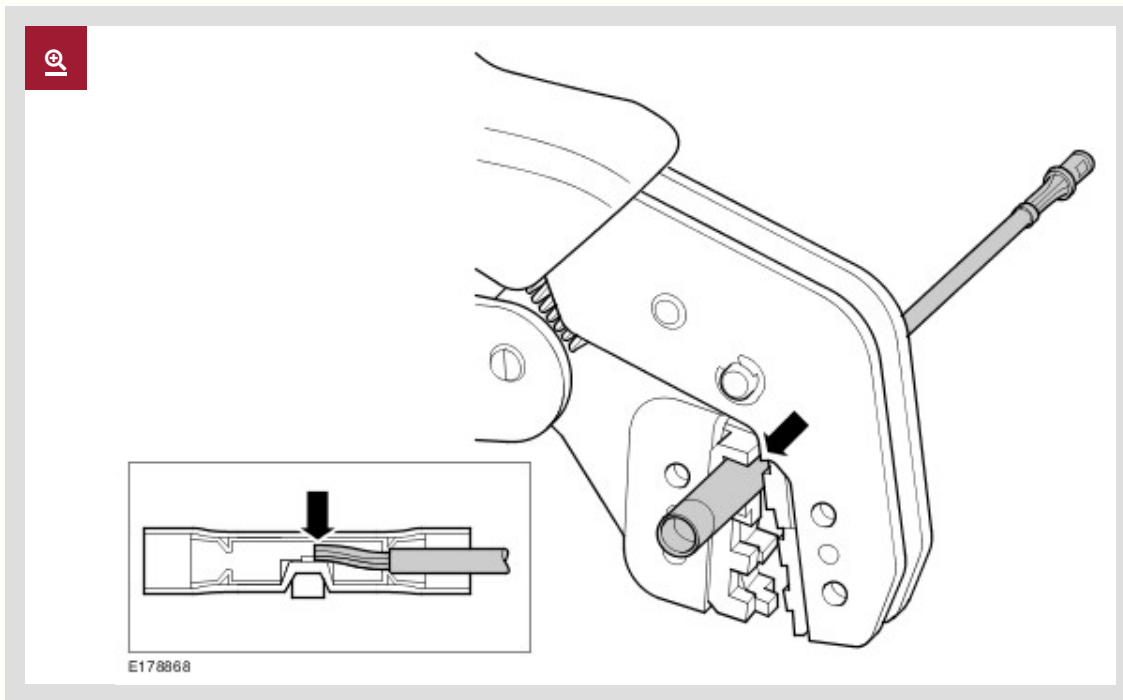


**NOTE:**

You must only close the crimpers far enough to hold the splice connector firmly in position.

Place the splice connector in the crimpers, matching the aperture and the splice connector colors. Partially close the grip until the splice connector is securely held in the aperture. This will give support to the splice connector while the wires are inserted into it.

25. Insert one of the 2 wires from the wiring harness overlay into the splice connector, the wire must be against the wire stop. Crimp the wire to the splice connector.



26. Place the heat shrink sleeve onto the harness wire lead before crimping the splice to the wiring harness.

27.

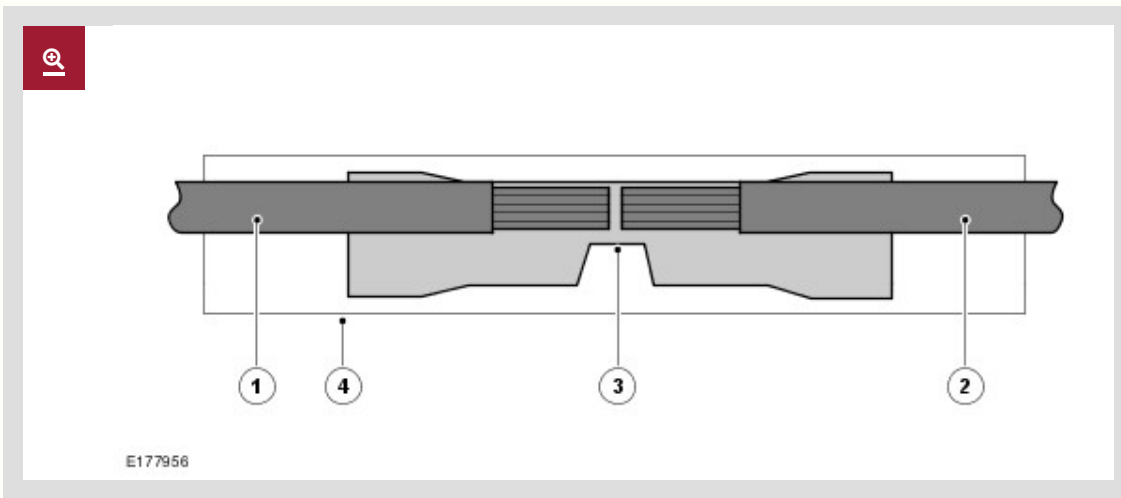


**NOTES:**

- The black (BK) wire on the wiring harness overlay must be spliced to the black (BK) wire on the old wiring harness.
- The blue/green (BU/GN) wire on the wiring harness overlay must be spliced to the blue/green (BU/GN) wire on the old wiring harness.

Place the wiring harness wire and appropriate wiring harness overlay wire into the splice with the splice connector. The wiring harness cable must be against the stop in the splice, crimp the splice connector to the wiring harness wire.

1. Original wire
2. New wire
3. Splice connector
4. Heat shrink sleeve



28. Gently pull the harness wires each side of the splice connector a correct joint must be made.

29. Repeat steps 23 to 28 for the blue/green (BU/GN) wire. When both the black (BK) and blue/green (BU/GN) wires splices have been made continue to the next step.

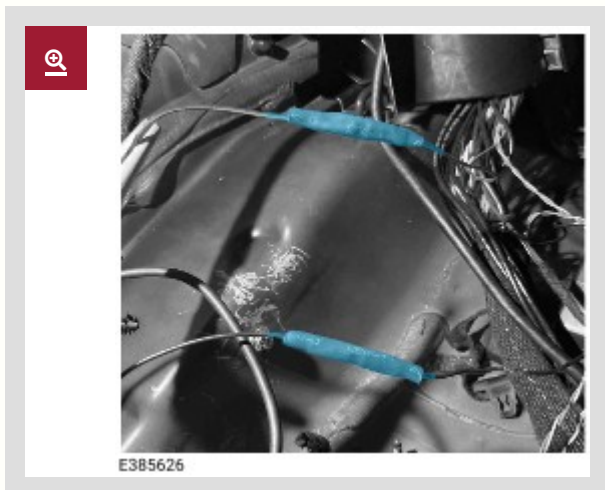
30.



**CAUTIONS:**


- When using a heat source it must be localized and cause no damage to surrounding materials.
- Apply sufficient heat to the glue lined heatshrink sleeve. This will melt the glue in order to provide a water tight seal. Do not over heat the glue lined heatshrink sleeve so that the wiring harness insulation becomes damaged.

Using a suitable heat source, shrink the 2 heatshrink sleeves over the 2 individual splices.





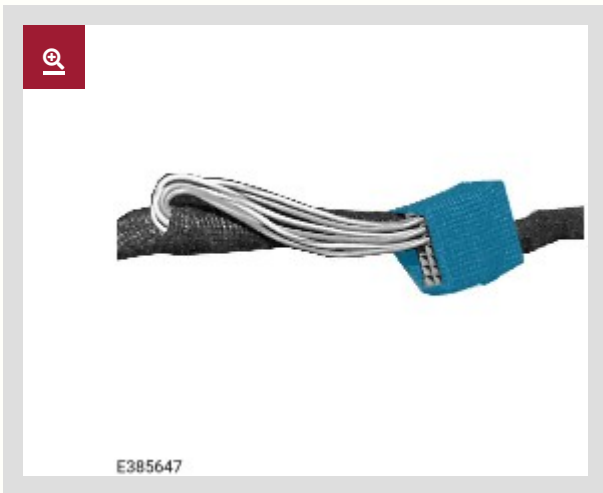
31. Apply anti-abrasion tape.

 NOTE:


The new wiring harness rear view camera coaxial cable will be overlaid from this point.

Apply anti-abrasion tape to the cut end of the remainder of the rear view camera coaxial cable on the old wiring harness.

- Apply anti-abrasion tape to the wiring harness in the area of the wiring splices.



32.

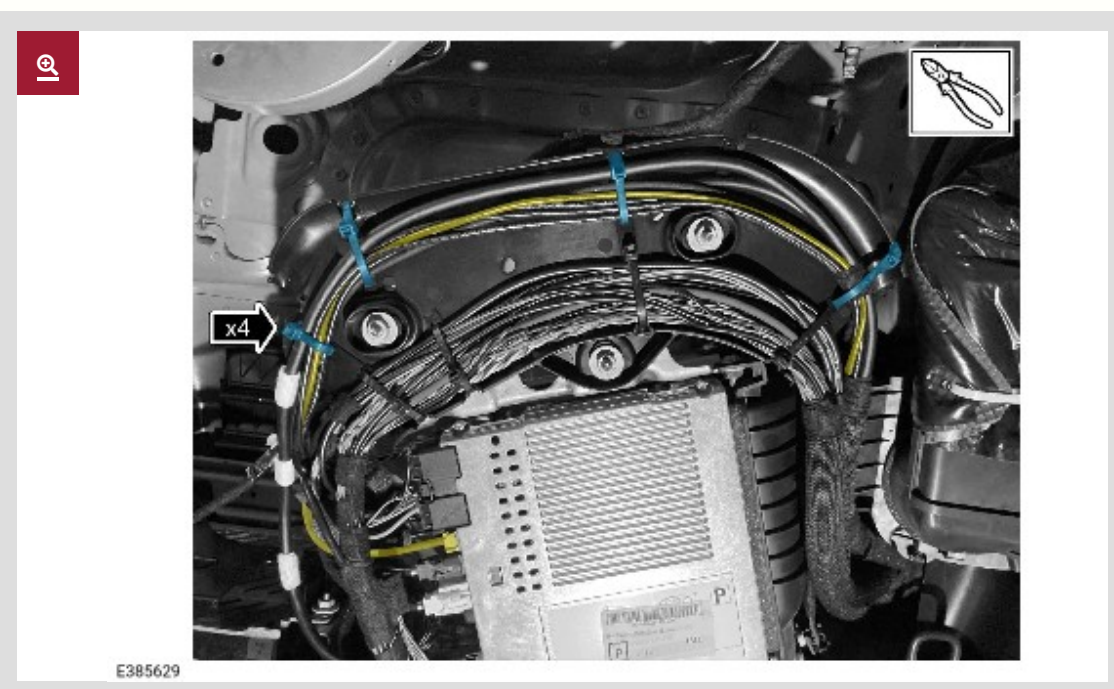
 NOTE:

The 2 sets of twisted wires must be overlaid in the area after the wiring clip.

Using anti-abrasion tape overlay the 2 sets of twisted wires and install the block connector back to the new wiring harness overlay.

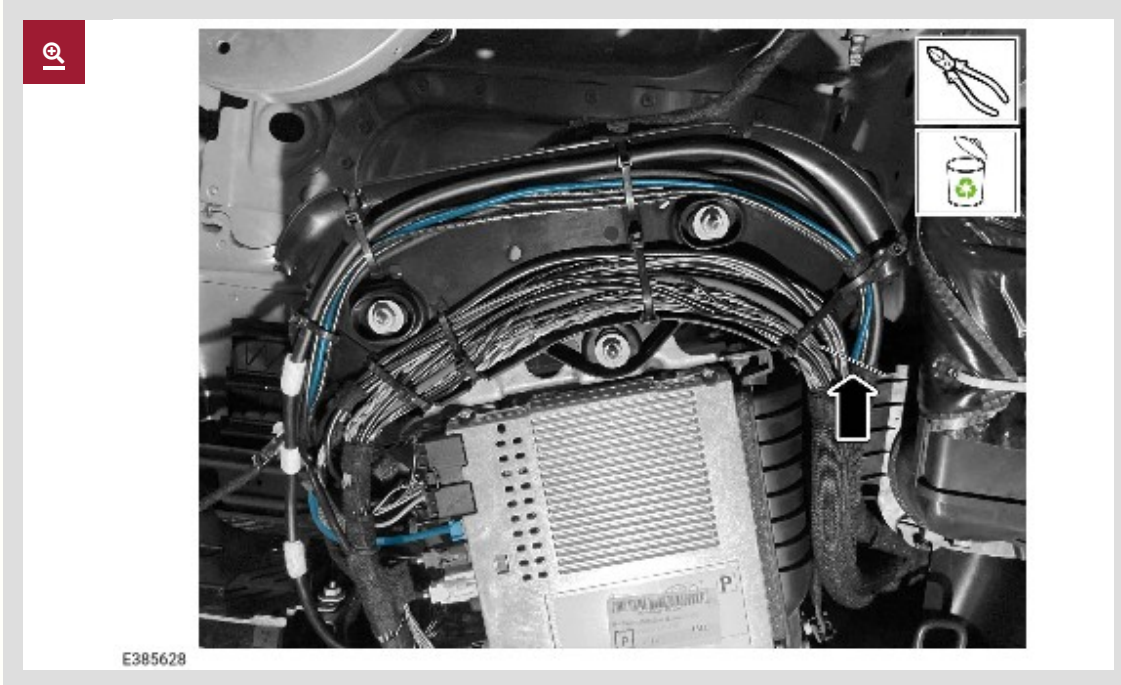
33. Locate the old rear view camera coaxial cable in the [Infotainment Master Controller \(IMC\)](#) wiring trunk.

- Using a suitable tool cut and remove the 4 cable ties.



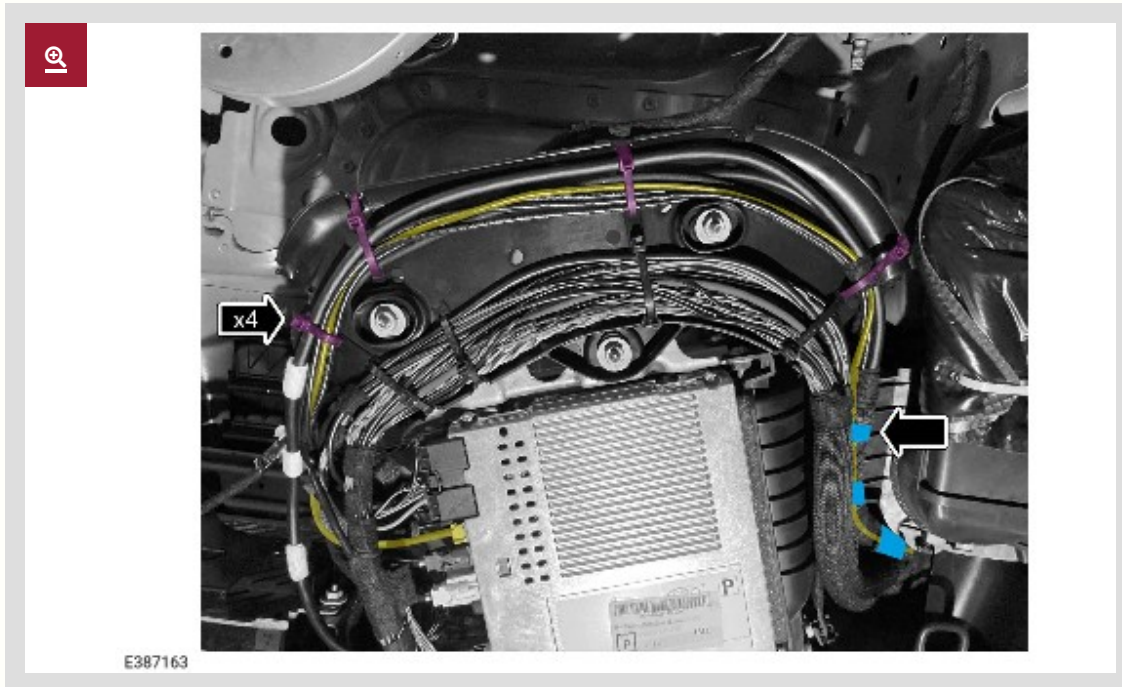
34. Remove the old rear view camera coaxial cable section.

- Using a suitable tool cut the old rear view camera coaxial cable.
- Remove the old coaxial cable connector cable from the IMC and discard the cable.
- Apply anti-abrasion tape around the end of the cut rear view camera coaxial cable.



35. Install the new rear view camera coaxial cable, connect to the IMC and install the 4 new cable ties.

- Overlay the remainder of the rear view camera coaxial cable as required following the original wiring harness route.
- Tape the rear view camera coaxial cable to the wiring harness along the original route, see illustration for reference.

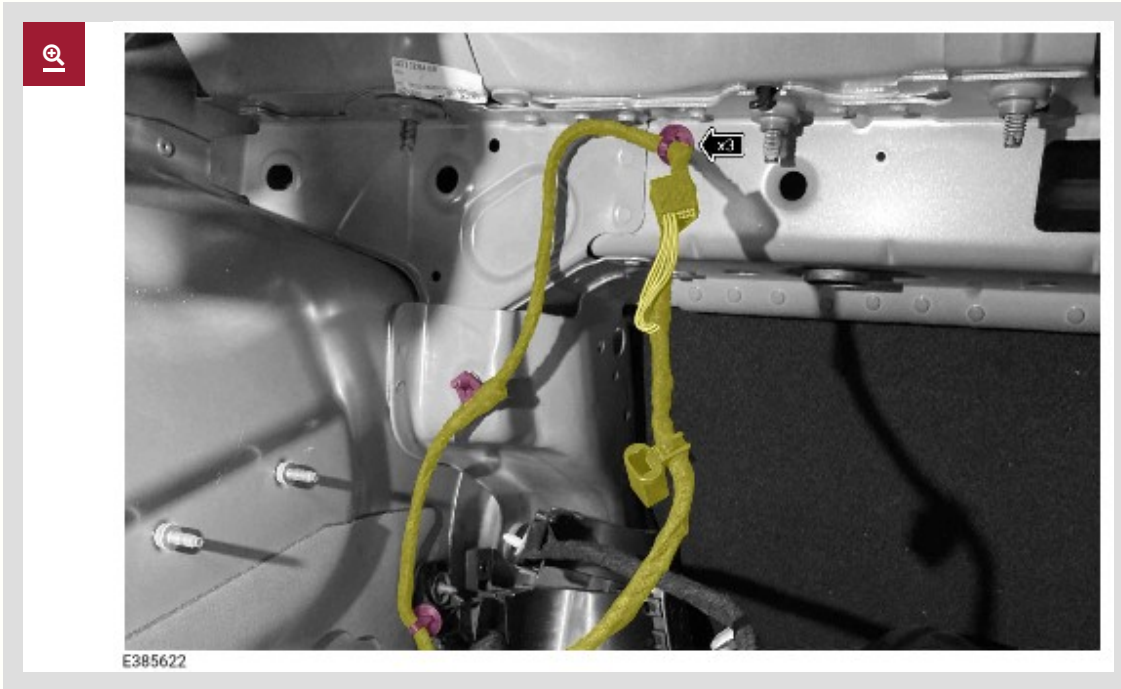


36.


 CAUTION:

The illustration shows the old wiring harness in position. The new wiring harness, as shown in step 37 illustration features a new wiring harness clip in the area of the boot lid hinge. The new clip **MUST** be used.

Reposition the wiring harness overlay and install the 3 wiring harness clips.



37.


 NOTE:

The wiring clip **MUST** be correctly located as shown in the illustration and the wiring harness **MUST** be allowed to move freely within the wiring harness clip.

Reposition the wiring harness overlay and install the wiring harness clips.

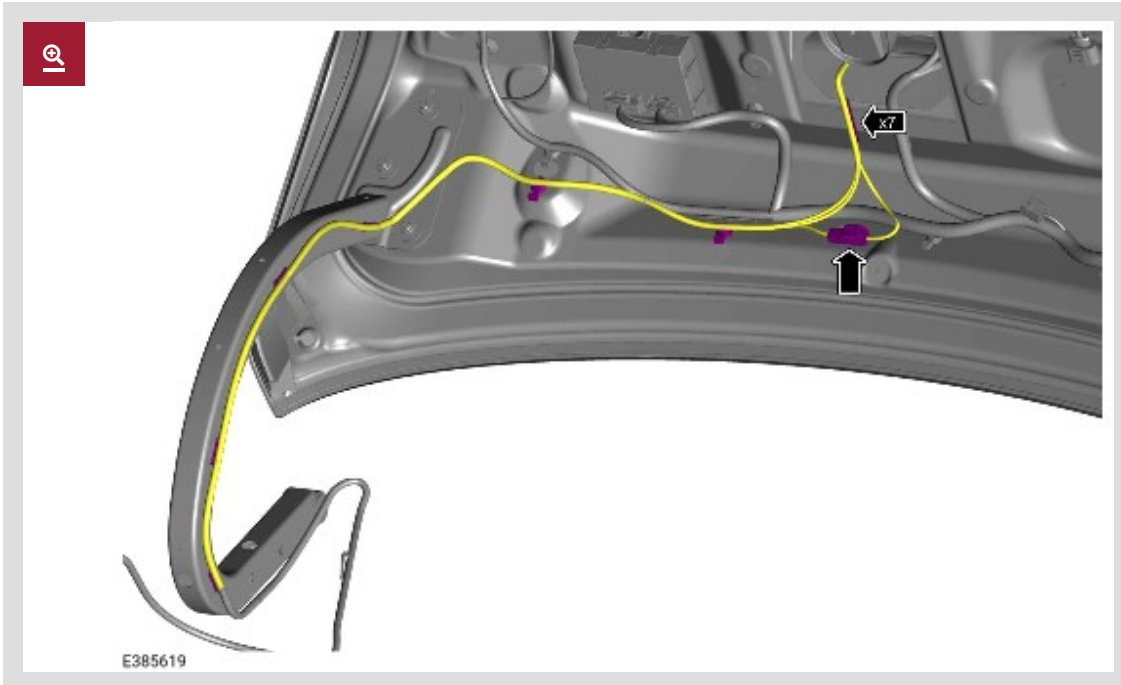


38.

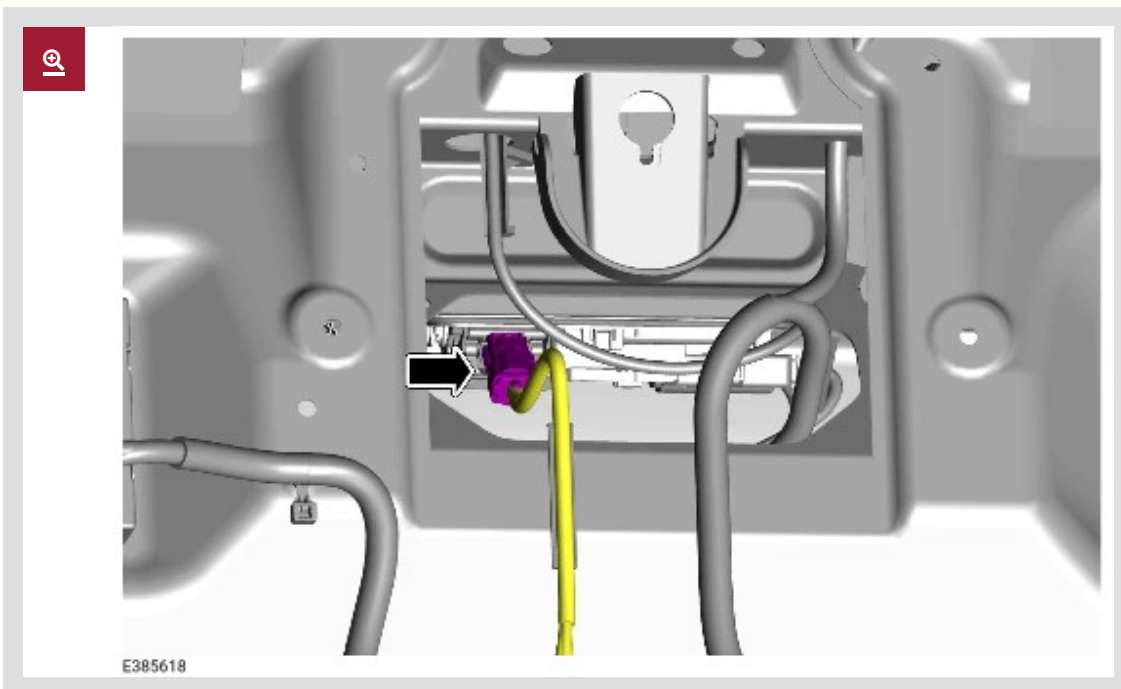
 NOTE:

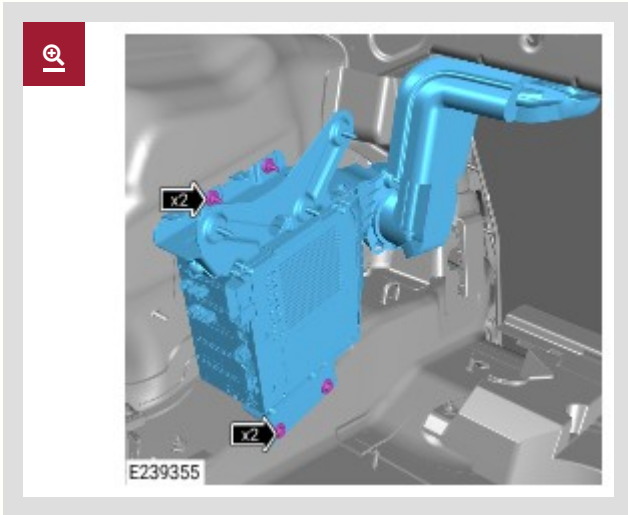
Refer to the photo taken at step 13 for wiring location and orientation.

Reposition the wiring harness overlay and install the 7 wiring harness clips.



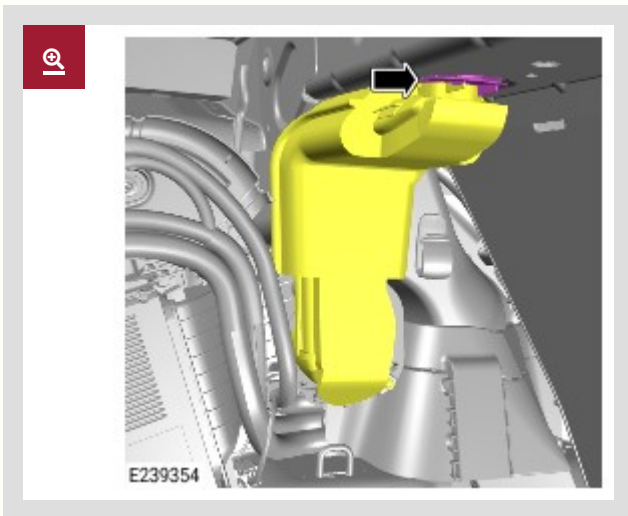
39. Connect the rear view camera electrical connector.



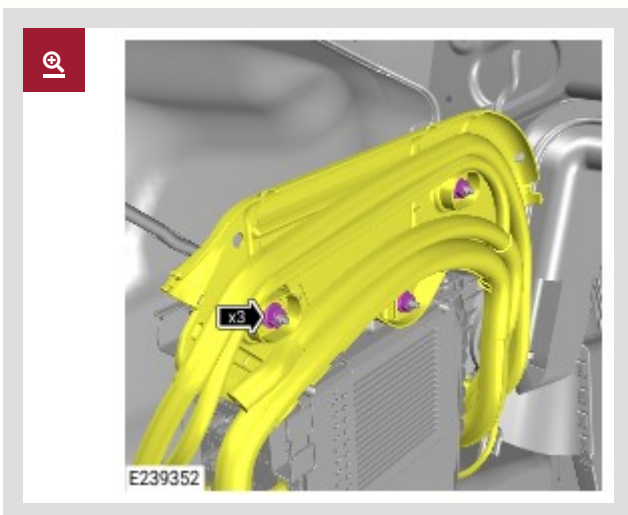


40. Install the **IMC** assembly.

- Install and tighten the 2 bolts.
  - Torque: **7 Nm**
- Install and tighten the 2 bolts.
  - Torque: **7 Nm**

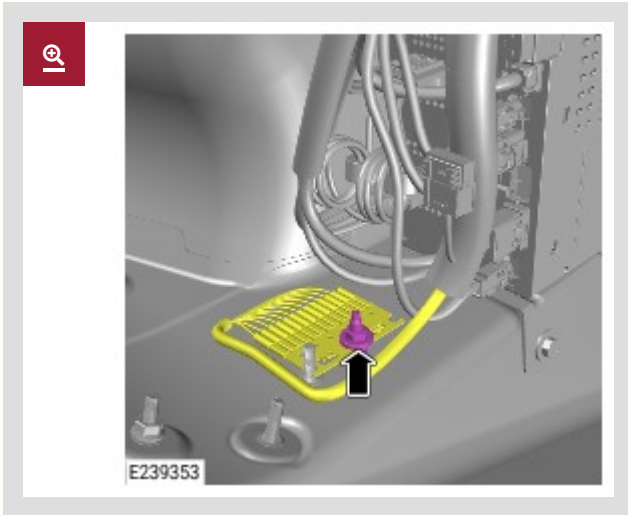


41. Install the air duct.



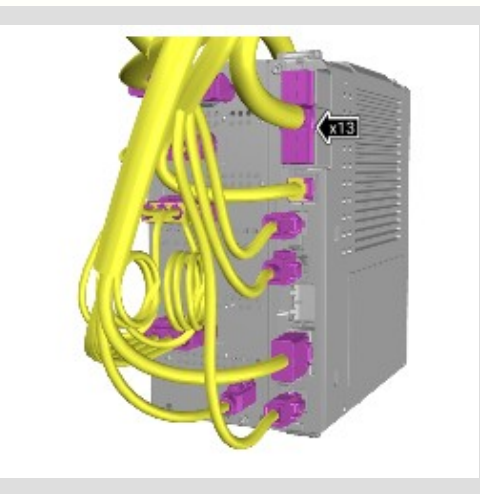
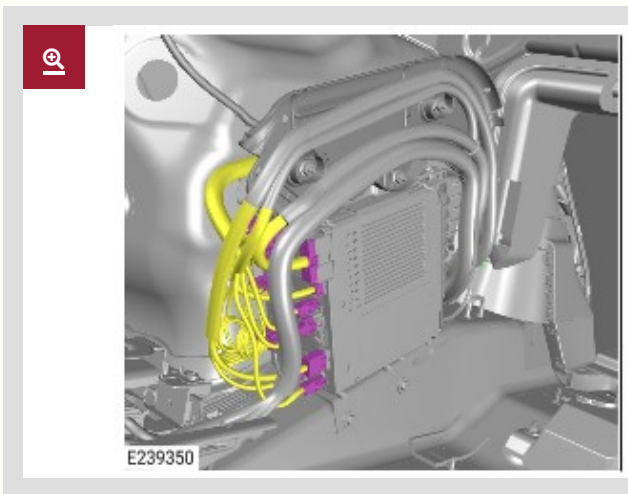
42. Install the wiring harness bracket.

- Install and tighten the 3 nuts.
  - Torque: **7 Nm**



**43.** Install the ground cable.

- Install and tighten the nut.
  - Torque: **7 Nm**



**44.**

**NOTE:**

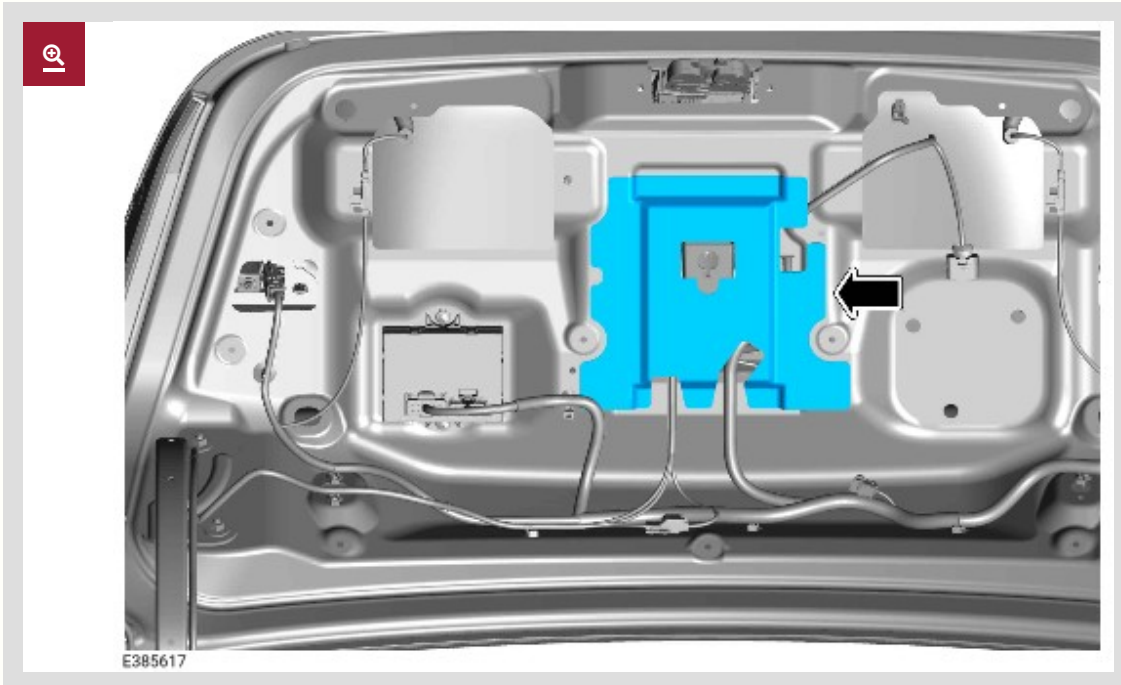
There may be 10 to 13 connectors depending on the infotainment master controller variant.

Connect the required number electrical connectors.

**45.** Install the luggage compartment left trim panel (see TOPIx workshop manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Left Trim Panel).

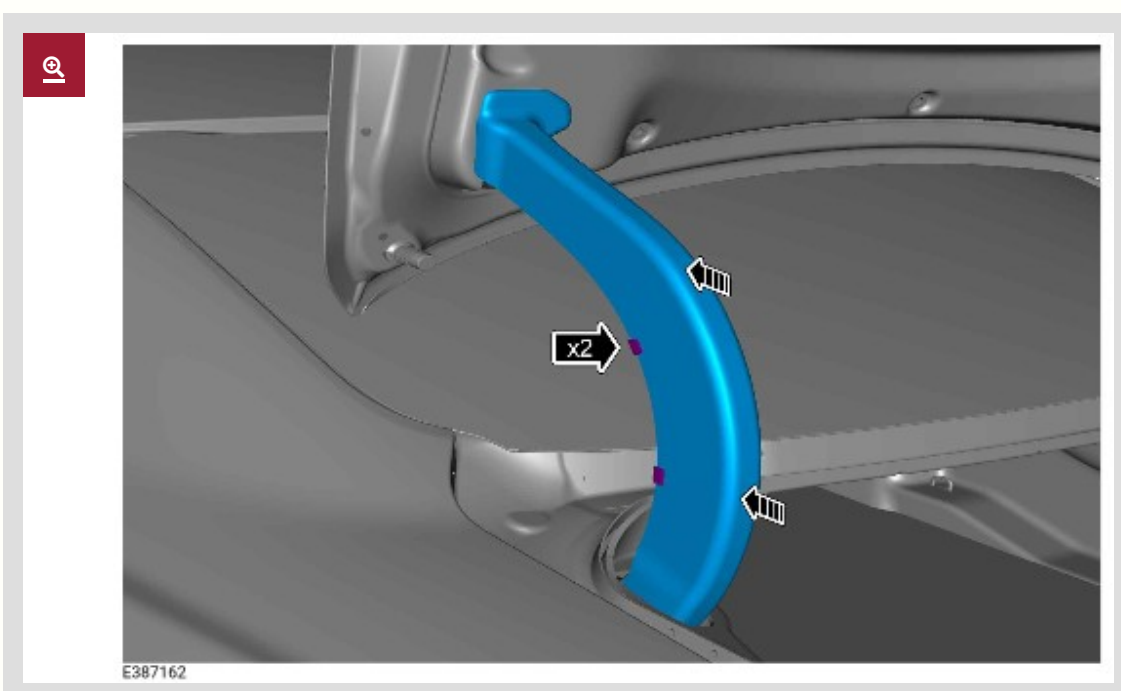
46. Install the luggage compartment trim switch cover.

- Clean off the old double sided tape from the luggage compartment trim switch cover and aperture.
- Apply new double sided tape to the luggage compartment trim switch cover.
- Remove the backing from the double sided tape and install the luggage compartment trim switch cover.




47. Install the luggage compartment lid trim panel (see TOPIx workshop manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Luggage Compartment Lid Trim Panel).

48. Install the left and right luggage compartment lid hinge covers.



**49.** Connect the startup battery (see TOPlx workshop manual section 414-00: Battery and Charging System - General Information - General Procedures - Startup Battery Disconnect and Connect).

<h1>Technical Questions And Answers</h1>	
<p>FOR USE ON ENQUIRY</p>	
<p>JLR Recall H535</p>	
<p>Jaguar XE Vehicles - Loss of Rear View Camera Image</p>	

A concern has been identified on certain 2019 model year and 2020 model year Jaguar XE vehicles, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the luggage compartment.

**Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the JLR Corporate Affairs office.

**Question 2**

Why is JLR recalling certain models?

*Answer*

JLR is conducting a voluntary safety recall involving certain 2019 model year and 2020 model year Jaguar XE vehicles with Rear View Camera and Navigation Pro specified, where the rear view camera image display may become intermittent or permanently fail as a result of wiring damage in the luggage compartment. This does not affect vehicles with surround camera system.

**Question 3**

Can you tell me more about what is wrong with the vehicles?

*Answer*

The length of the harness between 2 fixing points in the luggage compartment is insufficient leading to excessive force applied to the harness and subsequently progressive damage to the wires when the luggage compartment lid is opened and closed.

**Question 4**

How would the customer become aware of potentially having this concern?

*Answer*

When reverse gear is selected, instead of the rear view camera display, customer may see a blank screen.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

JLR has determined that this issue constitutes a failure to comply with the US Safety Regulation FMVSS No. 111, Rear Visibility and Canadian Safety regulation CMVSS No. 111, Mirrors and Rear Visibility Systems. Lack of display of the rear view camera image may result in the driver being less aware of objects or pedestrians behind the vehicle increasing the risk of an accident.

**Question 6**

Has JLR received many complaints?

*Answer*

JLR has received a small number of complaints attributed to this issue.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reported accidents, injuries or fires as a result of this concern.

**Question 8**

How was the condition discovered?

*Answer*

The defect was identified through JLR's field reporting process.

**Question 9**

How long has JLR known about this problem?

*Answer*

JLR started the defect investigation in November 2022 after becoming aware of the issue on 2019 model year vehicles, and after the launch of recall H445 affecting these vehicles in September 2023, continued the investigation into 2020 model year vehicles, as well as the robustness of the H445 recall remedy.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of the vehicle?

*Answer*

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

These vehicles are no longer in production.

**Question 12**

What will the JLR retailer / authorized repairer do to the vehicles?

*Answer*

The vehicles will have the rear view camera harness replaced.

There will be no charge to the owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2019 model year to 2020 model year Jaguar XE vehicles as below may be affected:

SAJAT4GX6KCP43657 to SAJAB4AX1LL997189\*

\* Specific vehicles within the Vehicle Identification Number (VIN) range.

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No other JLR models are known to be affected by this condition.

**Question 15**

Are parts available to rework vehicles?

*Answer*

Parts are available for JLR retailer / authorized repairer to conduct this repair.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the Jaguar brand web site.

Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

**Question 18**

How long does it take for the car to be inspected and repaired?

*Answer*

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

**Question 19**

Can I continue to drive my vehicle safely until it has been recalled?

*Answer*

In the event of the rear view camera image not being displayed or being distorted when requested, customers are advised to take extra care when maneuvering and only reverse when they have adequately verified that the path is clear.

**Note:**

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or [jlrmmedia@jaguarlandrover.com](mailto:jlrmmedia@jaguarlandrover.com)

## SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: H535

Date: month/year

### **SAFETY RELATED RECALL - Jaguar XE Vehicles - Loss of Rear View Camera Image**

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain JLR vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you must do.

#### **Why are we contacting you?**

A concern has been identified on certain 2019 model year and 2020 model year Jaguar XE vehicles, where the rear view camera image may become intermittent or permanently fail to display on the vehicles Touchscreen as a result of wiring damage in the luggage compartment.

Lack of, or intermittent, display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle, increasing the risk of an accident.

#### **What will your JLR retailer / authorized repairer do?**

At your visit, your preferred JLR retailer / authorized repairer will inspect the camera cable and repair or replace as necessary.

#### **How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your JLR retailer / authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

#### **What we are asking you to do**

Contact your preferred JLR retailer / authorized repairer without delay. To book your vehicle in for this action, you will need to provide your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The Program Number for the action.

If you do not have a JLR retailer / authorized repairer, access [www.jaguar.co.uk](http://www.jaguar.co.uk) or [www.jaguar.com](http://www.jaguar.com) for contact details.

If you no longer own the vehicle, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

#### **If you have concerns**

If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR Customer Experience Centre on 0345 303 2303 or (enter phone number).

This campaign is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this campaign.

Treat this matter with the urgency it requires, JLR apologize for any inconvenience this campaign may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business