



May 07, 2025

Service Action H451 - Near Field Sensing Module (NFSM) Wired Updates

Vehicles Affected: Jaguar 2021-2022MY E-Pace, F-Pace, I-Pace, XE, 2021MY XF

Dear Jaguar Owner:

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **H451**) for owners of certain vehicles listed above.

What is the issue?

Certain 2021 to 2022 model year Jaguar vehicles, as listed above, require a software update to the Near Field Sensing Module (NFSM). This software update will improve the operation of the 3D camera, parking features, tow assist system and wade sensing. Your vehicle may be equipped with one or more of these features. It will also enable your vehicle to receive future Software Over-The-Air (SOTA) updates to other modules, providing the latest features, software stability and enhancements.

Your vehicle is affected by this program.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will update the NFSM software on your vehicle. There will be no charge for this repair 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 '**H451**'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

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 (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.

Attention Leasing Agencies: please forward this notification to the lessee within (10) TEN days.

What if I have previously paid for this repair?

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, 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, using the return postage-paid card enclosed.

What should you do if you have further questions?

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at **1-800-4JAGUAR (1-800-452-4827)**, **Option 9**, and one of our representatives will be happy to assist you.

You may also contact us by e-mail using the following address: jagweb1@jaguarlandrover.com.

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

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,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover, NA LLC