



**May 12, 2025**

**Service Action H474 – Software Updates**

**Vehicles Affected: 2021-2022MY XF  
2021-2023MY E-PACE, F-PACE, I-PACE**

**Dear Jaguar Owner:**

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **H474**) for owners of certain vehicles in the range listed above.

**What is the issue?**

With certain 2021-2022 model year XF and 2021-2023 model year E-PACE, F-PACE, and I-PACE, vehicles, Software Over The Air (SOTA) updates are failing to complete. Specifically, the Vehicle Domain Controller (VDC) PIVI and Gateway Module A (GWM). These vehicles have now been stopped from further SOTA attempts and require a wired intervention.

Your vehicle is affected by this program.

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

An authorized Jaguar retailer will update the software on your vehicle manually, after which your vehicle will be able to receive future SOTA updates. 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 '**H474**'.

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 any inconvenience to you and is expected to take approximately 1 ½ hours, 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 **1-800-452-4827, 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](mailto: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