



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, [REDACTED]

**February 11, 2019**

### **Safety Recall H181: Center Main Crankshaft Pulley Bolt**

**Vehicles Affected: Jaguar F-PACE, Jaguar F-TYPE, XJ  
Model Year: 2019**

**National Highway Traffic Safety Administration Recall Number: 19V-039**

#### **Dear Jaguar Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2019 model year Jaguar F-Pace, F-Type and XJ vehicles.

Your vehicle is included in this Recall action.

#### **What is the concern?**

The center main crankshaft damper/pulley bolt may fracture. A batch of bolts has been manufactured away from specification and therefore has the potential to develop cracks on the surface of the bolt. These cracks cause the bolt to fracture over time, leading to a loss of retention of the crankshaft pulley. Where bolt fracture occurs, it will ultimately cause the crankshaft nose to break, leading to engine failure. (Thereby deleting pulley will oscillate for a period).

Fracture of the crankshaft pulley bolt and associated breakage of the crankshaft nose will lead to the vehicle displaying a number of warning lights, quickly followed by loud noises, engine power loss and the potential for engine failure. Further, the loose pulley could damage engine compartment components or puncture the hood and become a hazard to pedestrians or other road users.

Vehicles with a bolt from the affected batch may stall while in motion with no ability to be restarted.

Engine stall with minimal warning poses an unreasonable risk to safety and may result in a crash.

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

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will replace the center main crankshaft damper/pulley bolt with one of the correct specification.

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 'H181'

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

**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 up to 2.5 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.

**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?**

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 Centre at 1-800-4JAGUAR (1-800-452-4827).

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

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit complaint to the:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can to retain that confidence. 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,



Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC