



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

June 12, 2019

Non-Compliance Recall H213: Regenerative Braking System Non-Compliance

Vehicles Affected: Jaguar I-Pace
Model Year: 2019-2020

National Highway Traffic Safety Administration Recall Number: 19V-351

Dear Jaguar I-Pace Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that certain 2019-2020 model year Jaguar I-Pace vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 135 Light Vehicle Brake Systems.

Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified on certain 2019 and 2020 model year Jaguar I-PACE Electric vehicles where, in the event of a failure of the electrical regenerative braking system, the time to achieve the required compensation from the initial brake request does not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 135 S5.1.3 *Regenerative Braking Systems*.

The driver will experience a momentary reduction of deceleration at the moment of loss of electrical regenerative braking until the foundation brakes function. This concern does not impact the foundation braking functionality.

This may cause an increase in stopping distance which could increase the risk of 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 update the Powertrain Control Module (PCM) software to the latest level.

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 'H213'

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 approximately 30 minutes, 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.



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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.

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

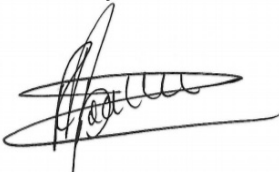
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC