



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

April 06, 2020

SAFETY RECALL H283: Fuel Tank Outlet Flange

**Vehicle Affected: Jaguar XF
Model Year: 2010**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-081

Dear Jaguar XF Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2010 model year Jaguar XF vehicles with the V8 4.2L engine.

Your vehicle is included in this Recall action.

What is the reason for this program?

It is possible that the fuel tank outlet flange mounted in the fuel tank may crack over time. You may notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster may illuminate, and liquid fuel may leak on to the ground.

In some circumstances, there could be a liquid fuel leak underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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 fuel outlet flange with a component of revised design. However, we currently do not have the necessary supply of parts to repair your vehicle.

There will be no charge for this repair under this program.

What should you do?

When you receive a second letter advising you that we have the necessary parts available to repair your vehicle, 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 'H283'.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within 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 one (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.



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What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, after you receive the second notification letter confirming parts are available to repair your vehicle, provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land North America.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner by using the Information Change Form 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 Center at **1-800-4JAGUAR (1800-452-4877)**.

You may also contact us by email 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 Ave., S.E.,
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); 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