



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**October 07, 2020**

### **SAFETY RECALL H294: Restraints Control Module (RCM) - Incorrect Calibration Installed**

**Vehicle Affected: Jaguar XJ**  
**Model Year: 2010-2011; 2017**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-557**

**Dear Jaguar XJ 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 2010-2011 and 2017 model year Jaguar XJ vehicles.

Your vehicle is included in this Recall action.



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

After a software update to the Restraints Control Module (RCM), the calibration may default to a pre-set condition. If a frontal impact occurs that requires the Supplementary Restraint System (SRS) to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection.

Failure of the airbags to deploy as required can lead to increased injuries to the occupants in the event 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 RCM 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 'H294'.

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

**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, please 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](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

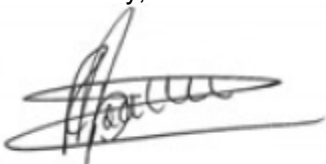
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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