



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, **SADHD2S11N1621665**

**March 16, 2023**

### **SAFETY RECALL H421: Minimum Sound Requirement Non-Compliance**

**Vehicles Affected: Jaguar I-PACE**

**Model Year: 2021-2022**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-030**

#### **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 2021-2022 model year Jaguar I-PACE vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles".

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

These vehicles fail to make sufficient pedestrian warning sounds when stationary and in reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles."

A vehicle that fails to make sufficient sound may result in pedestrians being unaware of an approaching vehicle, increasing 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 to update the vehicle's Audio Amplifier software.

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 'H421'.

#### **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.

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



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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, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

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

**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 (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, regarding this Program, 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 (1800-452-4827).

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com) Please include your full name, address, and VIN of your vehicle in your email.

**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,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service