

Jaguar Land Rover North America, LLC 555 MacArthur Blvd. Mahwah, NJ 07430

IMPORTANT SAFETY RECALL

May 05, 2016

Safety Recall J065 Driver Airbag Module

Vehicle Affected: Ja

Jaguar XF

Model Year:

2009. 2011-2012, 2015

National Highway Traffic Safety Administration Recall Number: 16V-229

Dear Jaguar XF Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that defect relating to motor vehicle safety exists in certain 2009, 2011-2012, and 2015 model year XF vehicles

Your vehicle is included in this Recall action.

What is the concern?

Due to the absence of the chemical enhancer required for the second stage/high output deployment of the driver airbag, the second stage of the airbag will not deploy properly in certain high-speed crash conditions. This condition does not affect primary stage airbag deployment.

If the vehicle is involved in a high-speed crash that triggers the second stage deployment of the driver frontal airbag, the second stage will not fill as fully as intended for this crash condition. This increases the risk of injury to the driver, particularly an unbelted driver.

What will Jaguar and your Jaguar Retailer do?

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will replace the driver airbag module with one of the correct specification.

There will be no charge for this repair.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have the update required under Program Code J065 completed on your vehicle.

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 20 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

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 Rover North America.

Attention Leasing Agencies: Federal regulations require that you forward this recall notification to the lessee within TEN days.

Moved or no longer own a Jaguar?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre at 800-4JAGUAR (800-452-4827), Option 9, and one of our representatives will be happy to assist you.

You may also contact Jaguar by e-mail: Visit the web site http://www.jaguarusa.com and send an email from the 'Contact Jaguar' section.

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 555 MacArthur Boulevard Mahwah, NJ 07430-2327

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write:

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

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to http://www.safercar.gov to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar, in cooperation with your authorized retailer, will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

Peter Pochapsky

Customer Experience Manager