



U.S. Telecommunication providers are discontinuing 3G cellular network and transitioning to 4G and 5G. Your vehicle, like millions of others built at that time, utilizes the available-at-the time 3G cellular network to provide a variety of phone-based connected features, such as emergency calling and stolen vehicle tracking.

As a result of the 3G discontinuation, Jaguar will be providing a new cellular service to be able to maintain important features. Other features unfortunately will no longer function. Please see below for the details for your vehicle.

1. **How do I know if my vehicle is impacted?**  
*We have notified all customers with impacted vehicles.*
2. **What services are impacted?**  
*The following features will cease to function effective February 22, 2022: Commute Mode, Fuel Prices, Arrival Mode with Street View Imagery, Parking information, Live search, Route Planner, Sharing ETA, Web Browser, Live App, Wi-Fi Hotspot*
3. **Is there a way to utilize the above-impacted features with another solution?**  
*If your vehicle received an update with Apple Carplay® and/or Android Auto functionality, you have access to these features (excluding Wi-Fi Hotspot) via third-party applications. Excluding Jaguar XJ.*
4. **Will InControl Remote & Protect services continue to function?**  
*Yes, all InControl Remote & Protect Services, which include Emergency and breakdown call, Stolen Vehicle Tracking, Remote climate, beep & flash, unlock/ lock vehicle, vehicle location, journey tracking, fuel level, and vehicle status, will continue to function. You may experience slower response time.*
5. **I received a notification and own an impacted vehicle. Is there any action required in order to continue using InControl Remote & Protect services after 3G shutdown date?**  
*No, you do not need to do anything. Your vehicle will automatically connect on a 2G network.*
6. **Where can I access further information regarding 3G shutdown?**  
*Please visit <https://www.att.com/offers/network/3g-network-sunset/>.*