



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1374

Date Received

30-APR-2003

Repository ☐

Reference No.
10017924

OWNER INFORMATION (Type or Print)

Name

Address

City

WALDORF

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorized representative, provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 5/29/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

SAJHD01043X4867953

Make

JAGUAR

Model

XKB

Model Year

1999

Date Purchased

11/11/02

Dealer's Name and Telephone Number

SOUTHERN

Engine:

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

WHITE PLAINS, NY ?

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

4/29/03

Failure Mileage

64672

Failure Speed

10 MI

TRANSMISSION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT HIGHWAY SPEED, THE TRANSMISSION FAILED WHICH CAUSED LOSS OF ACCELERATION. 238

WHILE PULLING FROM A STOP THE TRANSMISSION FAILED @ ABOUT 10 MIS AN HOUR, CAUSING CAR TO COME TO A STOP ALMOST CAUSING A REAR END COLLISION. CAR BEHIND HAD TO LOCK UP BRAKES AND VEER TO RIGHT TO AVOID COLLISION. THIS SAME VEHICLE HAD SAME PROBLEM IN MAY 99 CAUSING A COMPLAINT TO NHT AND RESULTING IN A RECALL FROM JAGUAR, REPLACING TRANSMISSIONS IN SEVERAL OF THESE TYPE OF VEHICLES IN JULY 99, BUT NOT THIS ONE. SEE SUPPORTING EXHIBITS (OVER)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MAY 99 - NHTSA 99V138000 - RECALL 99V138000 AUTOMATIC
TRANSMISSION LOCK UP - SEE PAGE 2 ON TECHNICAL SERVICE
BULLETIN - (HIGHLIGHTED) - TECH. SERVICE BULLETIN PAGE
1 # 307-11 JULY 99 CAMPAIGN - REPLACE TRANSMISSION
(HIGHLIGHTED) ALSO # 7-16 PAGE 2 TRANSMISSION REPAIRMENT

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NYS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/hotline>

AFFORDABLE AUTOMOTIVE
"Experience Counts"
4585 PRINTERS CT
WHITE PLAINS MD 20695
301-705-5266 FAX 301-705-7780

Technical Service Bulletins

All Technical Service Bulletins:

<u>Number</u>	<u>Date</u>	<u>Name</u>
1-100	Apr 99	PDU - New Software
1-103	Jun 99	PDU Software - JTP 627/5 Update
1-104	Jun 99	PDU Software - MPA Lock Up/Recovery Procedure
1-105	Jun 99	Tools - Wheel Bearing Installer/Remover
1-106	Jul 99	PDU - Software Update
1-108	Sep 99	PDU - Software Updates
1-109	Oct 99	Tools - Front Wishbone Bushing Installers
1-130	Mar 02	WDS - JTP 759/13 Software
100-10	Apr 99	Engine Oil Viscosity - Revised Ratings
100-10	Aug 99	Engine Oil - Revised Viscosity Ratings
100-14	Feb 99	Airtag - Specification Changes
100-15	Nov 99	JTIS 8 - Electrical Guides, DTC Summaries Added
100-16	Nov 99	Coolant - Extended Life
204-02	Oct 97	Front Wheel Hub - Accumulation of Excess Grease
204-04	May 98	Tool - Subframe Bushing
204-05	Feb 98	Tools - Monostrut Bushing Replacement Tool
204-08	Dec 98	Wheels & Hubs - Corrosion Prevention
204-10	Nov 98	Rear Suspension Hub Carrier Bolts - Torque Revised
204-17	Apr 02	Tires/Wheels - Vibration/Shimmy
205-03	Dec 97	Pinion Seal - Oil Leak
205-04	Feb 98	Tools - Differential Pinion Seal
206-06	May 98	Tool - ABS Rotor Nut Socket Tool
206-07	Apr 02	A/T Selector Lever - Difficult to Shift From PARK
206-07	Nov 98	Brake Switch - Simplified Inventory
211-03	Dec 98	Power Steering - Diagnosis/Pressure Testing
211-04	Jun 99	Steering Column Cassette - Replacement Procedure
3-167	Jun 99	Cellular Phone - Warranty Policies/Procedures
3-175	Mar 02	Warranty - Re-acquired Coverage
303-30	Dec 98	Engine - Rattle Noise on Start Up
303-32	Mar 99	CVVT Retaining Bolt - Revised Torque
303-34	Oct 99	ECM - Replacement Questionnaire
303-35	Nov 99	Engine Performance - Difficult Cold Start
303-48	May 02	Heater Hoses - Coolant Leaks
303-51	Feb 02	Engine - Oil Leaks from Oil Filter
303-52	Apr 02	Engine Controls - Hard Start/No Start Condition
303-54	Jun 02	Cooling System - Engine Overheating Condition
307-08	Dec 98	A/T - Defective, Requires Replacement
307-09	Jan 99	A/T - Pressure Regulators Incorrectly Identified
307-11	Jul 99	Campaign - Replace Transmission
310-05	Apr 02	Throttle Cable - Limp Home Mode/DTC P1121/P1632
310-05	Oct 99	A/T - Default to Limp Home Mode
310-06	Oct 99	Engine - No Start/Unsatisfactory Idle/Poor Driveability
4-13	Jun 99	Vehicle - Service Schedule/Labor Times
412-04	Mar 99	A/C System - Flush After Compressor Failure
413-01	Aug 98	Trip Computer - Operation
414-04	Sep 98	Telephone - Interference Noise During Call
415-07	Mar 99	Radio Station - Breaks in Reception
417-02	Jul 99	Campaign - License Plate Light Bulb Flickering

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Technical Service Bulletins

All Technical Service Bulletins:

<u>Number</u>	<u>Date</u>	<u>Name</u>
418-08	Feb 02	Battery - Discharges
418-13	Oct 99	Front Bumper Harness - Revised, Shorter
5-25	Sep 97	Engine - Setup Using PDU
501-26	Nov 98	Sliding Roof - Diagnosis & Repair
501-27	Jan 99	Windshield Wiper - Streaking or Juddering
501-29	Feb 99	Seat Belt Pretensioners - Handling Precautions
501-30	Mar 99	Child Seat Mounting Eyes - Installation
501-31	Jun 99	Front Undertray - Detached Mountings
501-32	Sep 99	Door Mirrors - Wind Noise
501-48	Feb 02	Front Passenger Seat - Rattles When Unoccupied
501-51	Apr 02	Seat/Steering/Mirror Memory System - Diagnostics
6-58	Aug 97	Airbags - Deactivation Service Kits
6-60	Dec 97	Multimedia Computer System - New 2.0 Software
6-73	Jul 99	JTIS - CD ROM Shop Manual Issue 7
6-75	Sep 99	JTIS - Shop Manual Issue 8
6-98	Apr 02	JTIS Workshop Manual - CD-ROM
600-02	Feb 99	Vehicle - Pressure Wash, Cleaning, Detailing Chemicals
600-03	Apr 99	Engine Breather - Restriction Prevention, Modification
7-16	Jul 99	Campaign - Transmission Replacement
910-06	Apr 99	Center High Mounted Stop Light - Rattle/Vibration
920-03	Aug 98	PDU Software - New
920-04	Jan 99	PDU Software - New Available
NHTSA99V138000	May 99	Recall 99V138000: Automatic Transmission Lock Up

Automatic Transmission/Transaxle: Recalls
Jaguar Customer Warranty Letter
August 1999

Dear Jaguar Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jaguar Cars has determined that a defect which relates to Motor Vehicle Safety exists in a small number of XK8 sports cars and XJ sedans built between August 1998 and March 1999.

This defect is a result of a transmission manufacturing process concern where parts of the geartrain may contain fine cracks in one or more gear teeth. This could result in breakage of the gear teeth with the potential of transmission "lock-up" at speeds below 15 miles per hour.

This defect gives little advance warning; however, some symptoms already identified as potential precursors to transmission failure are:

- abnormal noise when pulling away from rest in first gear loss of reverse drive

- temporary loss of forward drive followed by the transmission going in to limp home mode (indicated by a transmission warning light)

- transmission lock-up

The transmission in the specific affected Jaguars will be replaced free of charge to the owner. We have determined from owner records that your car is one of these specific Jaguars. We ask that you call your authorized Jaguar dealer and schedule an appointment for Recall Campaign R478. You may take your Jaguar to any authorized Jaguar dealer, but it is recommended that you return to the selling dealer who has the records on your car. A minimum of one full day should be allowed for this campaign. You may contact your Jaguar dealer as soon as you receive this letter as dealers have been notified and the parts and repair procedures are available.

Should you experience an unreasonable delay in the repair of your Jaguar if you have been unable to have the repair performed without charge to you, you may contact the Jaguar Customer Assistance Center at 1-800-4-JAGUAR or submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590, or you may call the Auto Safety Hotline at 1-800-424-9393 (Washington DC area residents may call 202-366-0123).

If you no longer own this vehicle, please complete the enclosed change of ownership card and mail it to us so we can update our records.

Automatic Transmission/Transaxle: Recalls

Recall 99V138000: Automatic Transmission Lock Up

Vehicle Description: Passenger vehicles. Fine cracks within one or more of the gear teeth with in the gear train, inside the automatic transmission gearbox.

This can result in breakage of the gear teeth potentially causing the transmission to "lock up" at speeds below 15 mph.

Dealers will replace the automatic gearbox.

Owner notification began July 1, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Jaguar at 1-201-818-8500.

Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

1-800-952-4827

Automatic Transmission/Transaxle: Recalls

Campaign - Transmission Replacement

7-16

DATE 7/99

MODEL

1999 MY XK8 Range

1999 MY V8 XJ NA

VIN

See VIN list

ZF 5HP24 - Replace Transmission - Recall R478

ISSUE:

A limited number of XK8 and V8 XJ Series vehicles within the above VIN ranges have been manufactured incorporating an automatic transmission unit in which there is a component which has the potential for failure. This is due an incorrect manufacturing process by the supplier of our transmission units. In the event of the component concerned failing in one possible manner, it has been found that the complete power train of the vehicle could lock up.

Note:

It is important to emphasize that any failure of a transmission which involves complete lockup of the unit is only likely to occur at very low vehicle speed, as the transmission shifts down into 1st gear with the vehicle almost at a standstill, after being in higher gears when traveling at higher speeds.

In view of the implications of the above, particularly the inconvenience to the customer, Jaguar has decided to replace the transmission on a number of vehicles within the affected VIN ranges detailed above. The vehicles affected are individually listed by VIN in this bulletin.

In December 1998, Technical Bulletin 307-08 (Service Action S476), advised that there were serious quality concerns over a quantity of automatic transmission units, as being potentially liable to failure early in the life of the vehicle. The potential modes of failure were:

- ^ abnormal and excessive noise when pulling away from rest in 1st gear
- ^ loss of reverse drive
- ^ temporary loss of forward drive, after which:
- ^ the transmission will revert to "limp home" mode with forward drive only

Jaguar will immediately take the following course of action:

- ^ To recall for replacement of the automatic transmission unit all ADDITIONAL vehicles of which Jaguar is now aware, by means of this Recall Action R478.
- AND
- ^ To include in the VIN listing for R478 all vehicles previously covered by Service Action S476 which have not yet been reworked.
 - ^ To close Service Action S476. Formal documentation covering this closure will follow.

Jaguar is writing to all affected customers requesting them to contact their selling dealer, or nearest dealer, as soon as possible, to arrange for the transmission assembly in their vehicle to be replaced at the earliest opportunity.

ACTION:

Check if the recall has already been performed on the vehicle by performing a DCS claim search and checking for a R478 label. If the recall has not yet been performed, arrange to replace the transmission assembly in any affected vehicle listed in the VIN list, or after being contacted by a Customer to whom Jaguar has written.

It is important to note that not all vehicles within the above VIN Ranges are affected - many vehicles within the complete VIN Ranges

It is important to note that not all vehicles within the above VIN Ranges are affected - many vehicles within the complete VIN Ranges detailed above have been assembled with transmission assemblies to 'known good' condition. It should be noted, therefore, that only the vehicles listed in the VIN list need to be serviced.

The necessary Procedure is outlined in this bulletin.

Notes:

XJR vehicles are NOT affected by this Service Action.

In case any vehicle listed in the VIN list has already had a replacement automatic transmission installed (particularly if the rework took place during May or June 1999) under normal Warranty, the replacement unit will have been to 'known good' condition, and it will not be necessary to perform this Recall Action. In this situation, advise the Warranty Claim Details and VIN to your warranty claims specialist, so that our records of this Recall Action may be amended accordingly.

Note:

Service action S476 will be closed effective immediately. Formal documentation to this effect will follow. Do not start a new job to replace an automatic transmission under S476 once you receive this bulletin. Any affected vehicle not yet reworked will be covered by this recall action.

NOTES ON WORKSHOP PROCEDURE ALL VEHICLES

The Workshop Procedure is fully detailed in JTIS, 1999 MY vehicles, Group 3, Section 307-01A Automatic Transmission, Removal & Installation and SRO 44-20-01. Refer also to Transmission Fluid Drain and Refill.

Replace the transmission unit complete with torque converter. Replacement transmissions are supplied overfilled with fluid, to compensate for the fluid to fill the cooling pipes and cooler.

Note:

All removed transmissions must be drained prior to return.

Check the transmission fluid level as fully detailed in JTIS, 1999 MY vehicles, Group 3, Section 307-01A, SRO 44-24-02, on completion of its installation.

Caution:

Soak the exhaust manifold nuts with penetrating oil before attempting to remove them.

VEHICLES ALREADY IN SERVICE

Since debris from a faulty component could be circulating in the transmission fluid, it is ESSENTIAL that the fluid cooler and the connecting pipes are flushed BEFORE reconnecting the pipes to the replacement transmission unit.

If a vehicle has defaulted to 'limp home' mode, connect PDU to the vehicle. Read stored diagnostic trouble codes (DTCs) in the Transmission Control Module, and delete them.

FLUID COOLER CIRCUIT FLUSHING PROCEDURE

1. While the transmission is removed, position a suitable drain container under the connectors of the fluid cooler pipes which have been disconnected from the transmission.
2. Disassemble and thoroughly clean a Snap-on® syringe (Snap-on reference YA 745) or suitable equivalent before use.
3. Connect a length of 12 mm internal diameter plastic or rubber pipe to the nozzle of the syringe. If necessary, Jaguar Part No. EBC 10850 (Hose, Evaporative Loss Flange to Filler Breather Pipe) may be used.

Caution:

Absolute cleanliness is critical during the next operations.

4. Fill the syringe from a new 1 liter container of automatic transmission fluid (ATF). Connect the hose of the syringe to the transmission cooler feed pipe (the upper of the two pipes connected to the cooler), after removing the O-ring from the pipe. Inject the entire amount in the syringe into the cooler pipe.

Automatic Transmission/Transaxle: Recalls Campaign - Replace Transmission 307-11

DATE 7/99

MODEL
1999 MY XK8 Range
1999 MY V8 XJ NA

VIN
031401-038608
852857-871502

ZF 5HP24 - Replace Transmission - Recall R478

Issue:

A limited number of XK8 and V8 XJ Series vehicles within the above VIN ranges have been manufactured incorporating an automatic transmission unit in which there is a component which has the potential for failure. This is due an incorrect manufacturing process by the supplier of our transmission units. In the event of the component concerned failing in one possible manner, it has been found that the complete power train of the vehicle could lock up.

Note

It is important to emphasize that any failure of a transmission which involves complete lock up of the unit is only likely to occur at very low vehicle speed, as the transmission shifts down into 1st gear with the vehicle almost at a standstill, after being in higher gears when traveling at higher speeds.

In view of the implications of the above, particular the inconvenience to the customer, Jaguar has decided to replace the transmission on a number of vehicles within the affected VIN ranges detailed above. The vehicles affected are individual listed by VIN in this bulletin.

In December 1998, Technical Bulletin 307-08 (Service Action S476), advised that there were serious quality concerns over a quantity of automatic transmission units, as being potentially liable to failure early in the life of the vehicle. The potential modes of failure were:

- ^ abnormal and excessive noise when pulling away from rest in 1st gear
- ^ loss of reverse drive
- ^ temporary loss of forward drive, after which:
- ^ the transmission will revert to "limp home" mode with forward drive only

Jaguar will immediately take the following course of action:

- ^ To recall for replacement of the automatic transmission unit all ADDITIONAL vehicles of which Jaguar is now aware, by means of this Recall Action R478.
- AND
- ^ To include in the VIN listing for R478 all vehicles previously covered by Service Action S476 which have not yet been reworked.
- ^ To close Service Action S476. Formal documentation covering this closure will follow.

Jaguar is writing to all affected customers requesting them to contact their selling dealer or nearest dealer, as soon as possible, to arrange for the transmission assembly in their vehicle to be replaced at the earliest opportunity.

Action:

Check if the recall has already been performed on the vehicle by performing a DCS claim search and checking for a R478 label. If the recall has not yet been performed, arrange to replace the transmission assembly in any affected vehicle listed in the VIN list, or after being contacted by a Customer to whom Jaguar has written.

Automatic Transmission/Transaxle: Recalls**List of Affected Vehicles and Markets****LIST OF AFFECTED VEHICLES AND MARKETS****JAGUAR CARS NORTH AMERICA**

NEW FOR R478	854387
	854388
031401	854390
031407	854402
031439	854435
031441	854480
031443	854482
031445	854500
031446	854502
031454	854505
031690	854507
031691	854510
031693	854512
032004	854514
032013	854515
032015	854517
032017	854519
033266	854520
033450	854522
033491	854523
033507	854524
033534	854537
033541	854538
033587	854539
033688	854547
033695	855051
033701	855112
033748	855210
033800	855212
033808	855234
033823	855237
033887	855240
033939	855241
034101	855242
034106	856151
034116	856152
034118	856156
034125	856157
034343	856186
038608	856187

856191	860766
856192	860768
856194	860776
856195	860986
856197	860992
859344	860998
859346	861002
860073	861006
860080	861027
860082	861054
860083	861055
860085	861057
860086	861062
860198	861134
860204	861138
860229	861139
860230	861140
860231	861143
860253	861158
860324	861162
860325	861165
860327	861170
860328	861178
860454	861226
860464	861253
860466	861254
860467	861718
860469	861751
860562	861753
860585	861755
860688	861769
860690	871502
860691	
860696	<u>CARRIED OVER FROM 5476</u>
860698	
860700	032780
860702	032827
860706	032935
860708	032990
860710	033034
860711	033793
860714	033954
860720	
860729	856892
860736	857778
860763	857822
860764	857864

857985
858271
858757
858786
858787
858808
858864
858904
858909
858937
858968
859056
859104
860969
860972

JAGUAR CANADA

NEW

857111
859416
860254
860781

Parts Information:

DESCRIPTION	PART NO.	QTY/VEH
Automatic Transmission W/ torque converter, supplied pre-filled	NNE 4400AA/NK	1
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to downpipe (VDP only)	FN 110041/J	4
Nut, catalytic converter to manifold	JZN 100021	8
Gasket - catalytic converter to front downpipe (VDP only)	NNC 6764AB	2
Oil, auto transmission (1 liter container)	JLM 20237	See note

Note:

Transmissions will be supplied overfilled, to compensate for the small loss of ATF when the cooler pipes are disconnected and reconnected. No ATF will normally be required for unsold vehicles in stock. For vehicles which have already been run in service, 1 liter of ATF is required to flush the oil cooler and connecting pipes.

RETURN OF REMOVED TRANSMISSIONS:

JSA dealers

For this recall, return all removed transmissions, complete with torque converters, to ZF USA as soon as possible, reusing the packaging in which the new units were supplied. Ensure that the procedures below are followed before returning the transmission.

Torque converters should not be removed from the transmissions. Ensure that the torque converter retaining strap is transferred over to the removed unit.

Drain all oil before repacking for transit. Remove the drain plug from the sump pan, drain the oil and reinstall and tighten the drain

858271
 858757
 858786
 858787
 858808
 858864
 858904
 858909
 858937
 858968
 859056
 859104
 860969
 860972

Parts Information:

DESCRIPTION	PART NO.	QTY/VEH
Automatic Transmission w/torque converter, supplied pre-filled	NNE4400AA/NK1	
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to downpipe (VDP only)	FN 110041/J	4
Nut, catalytic converter to manifold	JZN 100021	8
Gasket - catalytic converter to front downpipe (VDP only)	NNC6764AB	2
Oil, auto transmission (1 liter container)	JLM 20237	See note

Note:

Transmissions will be supplied overfilled, to compensate for the small loss of ATF when the cooler pipes are disconnected and reconnected. No ATF will normally be required for unsold vehicles in stock. For vehicles which have already been run in service, 1 liter of ATF is required to flush the oil cooler and connecting pipes.

RETURN OF REMOVED TRANSMISSIONS:

USA dealers

For this recall, return all removed transmissions, complete with torque converters, to ZF USA as soon as possible, reusing the packaging in which the new units were supplied. Ensure that the procedures below are followed before returning the transmission.

- ^ Torque converters should not be removed from the transmissions. Ensure that the torque converter retaining strap is transferred over to the removed unit.
- ^ Drain all oil before repacking for transit. Remove the drain plug from the sump pan, drain the oil and reinstall and tighten the drain plug.
- ^ Transfer all shipping plugs from the new unit to the removed unit.
- ^ All removed gaskets and seals along with all drained transmission oil should be discarded.
- ^ Make a copy of the shipping ticket and attach it to the bar code label to ensure proper credit on the claim. Send both to:

Jaguar Cars
 Attn: Warranty Parts Return

detailed above have been assembled with transmission assemblies to 'known good' condition. It should be noted, therefore, that only the vehicles listed in the VIN list need to be serviced. The necessary Procedure is outlined in this bulletin.

Note:

XJR vehicles are NOT affected by this Service Action.

In case any vehicle listed in the VIN list has already had a replacement automatic transmission installed (particularly if the rework took place during May or June 1999) under normal Warranty, the replacement unit will have been to 'known good' condition, and it will not be necessary to perform this Recall Action. In this situation, advise the Warranty Claim Details and VIN to your warranty claims specialist, so that our records of this Recall Action may be amended accordingly.

Note:

Service action S476 will be closed effective immediately. Formal documentation to this effect will follow. Do not start a new job to replace an automatic transmission under S476 once you receive this bulletin. Any affected vehicle not yet reworked will be covered by this recall action.

Refer to technical bulletin 307-11 for the technical procedure.

LIST OF AFFECTED VEHICLES AND MARKETS

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**