



January 7, 2004

JAGUAR CARS
555 MACARTHUR BOULEVARD
MAYFAH, NEW JERSEY 07410-2127
TELEPHONE: (201) 818-8500
FAX: (201) 818-9770

Mr. Kenneth N. Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

04V-024 ① of ⑧

Dear Mr. Weinstein:

Subject: Part 573 Notification To NHTSA for Recall R513
Incorrect Gear Selection / Automatic Transmission

RECEIVED
JAN 10 2 43
NHTSA

This is to inform you that Jaguar Cars is initiating a recall campaign on the following vehicles produced from January 2002 through June 2003 to address an automatic transmission failure, which results in incorrect gear selection. Vehicles within the VIN range below are affected.

➤ 2004 MY Jaguar XJ	GQ0422-G13780
➤ 2003-2004 MY Jaguar XK	A30645-A37134
➤ 2003-2004 MY Jaguar S-Type	M45255-M96322

With the forward drive gear selected and the vehicle stationary or in a forward motion, the gearbox could potentially select reverse gear, without indication. This event may occur if there is insufficient oil pressure (due to a low oil level) in the gearbox in concurrence with a transmission code stored in the transmission control module. The transmission will default to a Mechanical Limp Home mode (as a result of the transmission code) and require a visit to an authorized Jaguar dealer for service.

The software to correct this defect has been developed and is now being verified by extensive testing. If possible Jaguar Cars would prefer to have the posting of this recall on the NHTSA website delayed until the approved software has been released by engineering. We are concerned the customers would complain to NHTSA that their dealer is unable to complete the recall at this time as the software has not completed validation. This of course would create more calls for your staff and unnecessarily cause dissatisfaction and confusion.

The campaign number assigned to this recall is R513.

I have enclosed a draft copy of the owner notification letter and will forward a copy of the Service Bulletin once it becomes available.

Sincerely yours,

Kenneth Reed
Product Legislation and Compliance



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MAJLWAH, NEW JERSEY 07410-2127
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PART 573 DEFECT AND NON COMPLIANCE REPORT

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1. **QUESTION:**
Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the vehicle being recalled. If the recalled vehicle is imported, provide the name and address of the designated agent as prescribed by Section 110 (e) of the National Traffic and Motor Vehicle Safety Act.

ANSWER:

Importer and Agent:	Jaguar Motors Inc
Fabricating Manufacturer:	Jaguar Cars Ltd
Controller of Fabricating Manufacturer and Trademark Owner:	Jaguar Cars Ltd

2. **QUESTION:**
Identify the vehicles involved in the recall and for each make and model provide:

ANSWER:

MAKE:	Jaguar	
MODEL:	New XJ Series – Automatic only	
MODEL YEARS INVOLVED:	2004MY	
PRODUCTION DATES BEGINNING:	Dec 2002	ENDING: June 2003
VIN RANGE INVOLVED: BEGINNING:	G00442	ENDING: G13780
BODY STYLE:	Sedan	
VEHICLE TYPE:	Car	

MODEL:	S-TYPE – Automatic only	
MODEL YEARS INVOLVED:	2003 to 2004 MY	
PRODUCTION DATES BEGINNING:	Jan 2002	ENDING: June 2003
VIN RANGE INVOLVED: BEGINNING:	M45255	ENDING: M96322
BODY STYLE:	Sedan	
VEHICLE TYPE:	Car	

MODEL:	XK Series – Automatic only	
MODEL YEARS INVOLVED:	2003 to 2004 MY	
PRODUCTION DATES BEGINNING:	June 2002	ENDING: June 2003
VIN RANGE INVOLVED: BEGINNING:	A30645	ENDING: A37134
BODY STYLE:	Sports	
VEHICLE TYPE:	Car	

3. **QUESTION:**
Furnish the total number of vehicles recalled potentially containing the defect or non-compliance.

ANSWER:	Worldwide	67,605	04V-024 ③ of ③
	USA	31,646	

4. **QUESTION:**
Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or non-compliance.

ANSWER: 100% of vehicles manufactured during this time may contain the concern

5. **QUESTION:**
Describe the defect or non-compliance. The description should include but not be limited to a brief summary of the nature (addressing the contributing factors, if any), physical location of the defect or non-compliance, and consequence.
Photographs or illustrations should be considered where appropriate.

ANSWER:

With the vehicle stationary when Drive is selected, if there is insufficient transmission oil pressure (e.g. significant loss of oil) and the transmission has defaulted to mechanical limp home mode, reverse may be selected without any manual input. The MIL lamp will be illuminated as a result of gear ratio fault codes or gear loads shift fault codes (mechanical limp home mode)

If the vehicle is moving in a forward direction and there is insufficient oil pressure (below 4.1 bar, e.g. significant loss of oil) and the transmission has defaulted to mechanical limp home mode, reverse may be selected without any manual input only when the transmission is in 1st, 2nd, or 3rd gears. The MIL lamp will be illuminated as a result of gear ratio fault codes or gear load shift fault codes (mechanical limp home mode).

This issue affects all Jaguar vehicles fitted with the ZF 6HP26 transmission.

8.

QUESTION:

With respect to a defect, furnish a chronological summary of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

ANSWER:

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There have been 3 field reports

February 2003	S-TYPE VIN M58198 Warranty claim received from Canada Customer reports vehicle went into reverse on acceleration Root cause determined as low oil/cooler line leak
March 2003	S-TYPE VIN M57975 Warranty claim received from USA Customer reports transmission warning light illuminated Root cause determined as low oil/cooler line leak
August 2003	S-TYPE VIN M80407 White Alert received from Sweden Customer reports vehicle went into reverse when drive selected Root cause determined as low oil/cooler line leak

There have been 4 In plant incidences

3 XK Series vehicles No root cause identified

1 New XJ Series vehicles – root cause identified as debris in the valve block

There have also been 2 incidences on S-TYPE development vehicles.

May 2003	Review of diagnostic codes commenced. Calibration files prepared and electrical testing of the transmission performed.
June 2003	Software modification introduced that reduces the number of transmission diagnostics that cause mechanical limp home mode to be engaged. The changes include the diagnostics that would normally be used to detect low oil pressure, removing failure mode low oil pressure resulting in transmission mechanical limp home and failure to actuate holding valve. These diagnostics now change the vehicle to go into electronic limp home mode ensuring that if low oil pressure is detected the transmission can not now select reverse.
June to October 03	Modifications made to transmission to prevent the transmission from selecting reverse should contamination be evident. Modified transmission introduced into product on 6 th October.
Ongoing	Investigation and design work currently ongoing to be able to introduce filters to the transmission to prevent contamination. Scheduled for production in March 2004.

7. QUESTION:

With respect to a non-compliance, the test results or other data on which the manufacturer determines the existence of the non-compliance.

ANSWER: We have no data to indicate that this is non-compliance

8. QUESTION:

Furnish a description of the manufacturer's program for remedying the defect or non-compliance.

ANSWER: Recall Action will be carried out to reprogram the transmission control module with the latest calibration files to ensure that the transmission cannot select reverse when low oil pressure or contamination is evident.

9. QUESTION:

Furnish a copy of all notices, bulletins, and other communications that relate directly to the defect or non-compliance and which are sent to more than one manufacturer, distributor, or purchaser. These copies are to be submitted to the Office of Defect Investigations no later than 6 days after they are first sent to manufacturers, distributors, dealers, or purchasers. Note that these documents are to be submitted separately from those provided in accordance with the Part 573.6 requirements.

ANSWER:

The manufacturers identification code for this recall is R513



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505 MACARTHUR BOULEVARD
MAIDVALE, NEW JERSEY 07430-2127
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RE: R-513 Recall - ZF 6HP26 Automatic Transmission

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Vehicles Affected: All 2004 MY XJ, 2003-2004 MY S-Type and XK Series.

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 have decided that a defect relating to motor vehicle safety exists on 2003-2004 models. If you are a recipient of this notice, and an owner of one of the vehicles below, this letter is to inform you that your vehicle is included in this recall.

Vehicles within this vehicle identification number range (VIN) may experience faulty automatic transmission operation.

Following is a breakdown of the affected vehicles by model and (VIN) range.

> 2004 Jaguar XJ	G00442-G13780
> 2003-2004 Jaguar S-Type	M45255-M96322
> 2003-2004 Jaguar XK	A30645-A37134

What is the problem?

Investigations have determined that under certain operating conditions the automatic transmission will fail to properly engage the correct mode of vehicle direction as selected by the driver.

Two things must occur before this can happen. First, the transmission fluid level must be very low, and the transmission would have defaulted to mechanical limp home mode, which causes a MIL to illuminate. Thus, low fluid in the transmission and a MIL must occur before this failure would occur.

The failure would cause the transmission to mistakenly select reverse gear without any warning or indication to the driver. This could happen with the vehicle stationary or in a forward motion, and the gearshift lever in the "Drive" detent.

While it is unlikely that you will experience this issue, it is important to schedule an appointment with your dealer to have this repair performed.

What will Jaguar do?

Jaguar Cars will reprogram the transmission control module with the latest calibration files to ensure the transmission cannot select reverse in event of low oil pressure or fluid contamination.

What should you do?

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At your earliest convenience you should contact your Jaguar Retailer who will be able to make an appointment to undertake the necessary actions. To assist your Retailer please ensure that at the time of contact you have at hand your applicable Vehicle Identification Number.

Due to scheduling your Retailer may need to keep your vehicle for the day so please take this into consideration in advance.

Moved or no longer own a Jaguar?

Please fill out the enclosed card and return it to Jaguar by simply putting it in the mail.

Should you have the need to contact Jaguar by mail, please use the following address:

Jaguar Cars
ATTN:Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

What you should do if you have already paid to have this work completed?

If you meet all the following requirements, you are eligible to receive reimbursement

1. You own or have owned a 2004 MY Jaguar XJ, or a 2003-2004 MY, S-Type, or XK within the VIN range listed above.
2. You have paid for a reprogram to the transmission control module due to the defect outlined previously in this letter.
3. The repair was performed before ~~to be determined~~
4. You have an original or legible copy of the paid repair order or invoice showing:
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Jaguar Retailer or licensed repair shop
 - Your name and address at the time of the repair

If you have all of the above information, present it to the Retailers Service Manager and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim.

If an authorized Jaguar dealer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

What you should do if you have further questions?

Please contact your Jaguar Retailer or the Jaguar Customer Relations Center at 1 800 4JAGUAR, option 9 or by e-mail at jaguarowner@jaguar.com.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager