



JAGUAR CARS  
335 MACARTHUR BOULEVARD  
MAHWAH, NEW JERSEY 07430-2327  
TELEPHONE: (201) 818-8500  
FAX: (201) 818-9770

January 26, 2004

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

Dear Mr. Weinstein:

Subject: Part 573 Notification To NHTSA for Recall R513 Amended  
NHTSA reference: 04V024000

Jaguar Cars has determined the start VIN for the USA requires modification to more accurately reflect vehicles covered. Below is the revised VIN range.

➤ 2004-MY Jaguar XJ	G00001-G13780
➤ 2003-2004 MY Jaguar XK	A29406-A37134
➤ 2003-2004 MY Jaguar S-Type	M44998-M96322

These changes include early built units that are used for various marketing/engineering functions, built before the start of JOB1 production units.

In the case of the XK there have been a few vehicles identified that were early build and out of sequence and therefore we have adjusted the start VIN for this campaign from A30645 to A29406.

On both the S-Type and XJ, the VIN originally provided was the U.K. official start VIN. The U.K. offered both models for sale a year prior to going on sale in the US. The revised range for S-Type moved back from M45255 to M44998. The XJ adjusted from G00442 to G0001.

Total US Volume increased to 31,731.

Jaguar apologizes for any inconvenience this may have caused.

Sincerely yours,

Kenneth Reed  
Product Legislation and Compliance



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## PART 573 DEFECT AND NON COMPLIANCE REPORT

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:**

<b>MAKE:</b>	Jaguar	
<b>MODEL:</b>	New XJ Series – Automatic only	
<b>MODEL YEARS INVOLVED:</b>	2004MY	
<b>PRODUCTION DATES BEGINNING:</b>	Dec 2002	<b>ENDING:</b> June 2003
<b>VIN RANGE INVOLVED: BEGINNING:</b>	G00001	<b>ENDING:</b> G13780
<b>BODY STYLE:</b>	Sedan	
<b>VEHICLE TYPE:</b>	Car	
<b>MODEL:</b>	S-TYPE – Automatic only	
<b>MODEL YEARS INVOLVED:</b>	2003 to 2004 MY	
<b>PRODUCTION DATES BEGINNING:</b>	July 2001	<b>ENDING:</b> June 2003
<b>VIN RANGE INVOLVED: BEGINNING:</b>	M44888	<b>ENDING:</b> M86322
<b>BODY STYLE:</b>	Sedan	
<b>VEHICLE TYPE:</b>	Car	
<b>MODEL:</b>	XK Series – Automatic only	
<b>MODEL YEARS INVOLVED:</b>	2003 to 2004 MY	
<b>PRODUCTION DATES BEGINNING:</b>	Jan 2002	<b>ENDING:</b> June 2003
<b>VIN RANGE INVOLVED: BEGINNING:</b>	A28406	<b>ENDING:</b> A37134
<b>BODY STYLE:</b>	Sports	
<b>VEHICLE TYPE:</b>	Car	

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

**ANSWER:**

World-wide	88,462
USA	31,731

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, the gearbox, without indication or warning will select Reverse when there is insufficient oil pressure in the gearbox and/or a sticking valve within the gearbox.

The vehicle will default to Mechanical Limp Home mode.  
The MIL lamp will illuminate as a result of gear ratio fault codes or gear load during shift fault codes.

With the vehicle moving in a forward direction, reverse may be selected without any manual input when the transmission is in 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> gear, as a result of transmission fluid loss allowing the pressure within the transmission to fall.

The vehicle will default to Mechanical Limp Home mode.  
The MIL lamp will illuminate as a result of gear ratio fault codes or gear load during shift fault codes if pressure falls to below 4.1bar.

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

6. **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:**

There have been 3 field reports

February 2003	<p>S-TYPE VIN M58198</p> <p>Warranty claim received from Canada</p> <p>Customer reports vehicle went into reverse on acceleration</p> <p>Root cause determined as low oil/cooler line leak</p>
March 2003	<p>S-TYPE VIN M57976</p> <p>Warranty claim received from USA</p> <p>Customer reports transmission warning light illuminated</p> <p>Root cause determined as low oil/cooler line leak</p>
August 2003	<p>S-TYPE VIN M80407</p> <p>White Alert received from Sweden</p> <p>Customer reports vehicle went into reverse when drive selected</p> <p>Root cause determined as low oil/cooler line leak</p>

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	<p>Review of diagnostic codes commenced.</p> <p>Calibration files prepared and electrical testing of the transmission performed.</p>
June 2003	<p>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.</p>
June to October 03	<p>Modifications made to transmission to prevent the transmission from selecting reverse should contamination be evident.</p> <p>Modified transmission introduced into product on 6<sup>th</sup> October.</p>
Ongoing	<p>Investigation and design work currently ongoing to be able to introduce filters to the transmission to prevent contamination.</p> <p>Scheduled for production in March 2004.</p>

**7. QUESTION:**

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

**ANSWER:** We have no data to indicate that this is a 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 can not 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 5 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 573.8 requirements.
- ANSWER:**  
The manufacturers identification code for this recall is R513



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R-513 Recall - ZF 6HP26 Automatic Transmission

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

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	G00001-G13780
> 2003-2004 Jaguar S-Type	M44998-M96322
> 2003-2004 Jaguar XK	A29406-A37134

What is the problem?

Investigations have determined that under certain operating conditions the automatic transmission may 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. There is NO risk of incorrect driving in positions Neutral, Park or Reverse. This event will NOT happen while the transmission has shifted to 4th, 5th or 6th gears, the normal cruising gears.

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?**

The conditions for this to occur can be easily eliminated by changing the control program strategy. Jaguar Cars will reprogram the transmission control module with the latest calibration files to ensure that even with major oil pressure loss the transmission cannot unexpectedly drive backwards.

**What should you do?**

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.

Attention Leasing Agencies.

Federal regulation requires that you forward this recall notice to the lessee within 10 days.

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](mailto:jaguarowner@jaguar.com).

Sincerely,



Benjamin I. Weiner  
Customer Satisfaction Manager