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CITY OF NEW YORK  
COMMUNICATION



JAGUAR CARS  
355 McARTHUR BOULEVARD  
MAHWALK, NEW JERSEY 07430-2327  
TELEPHONE: (201) 818-8510  
FAX: (201) 818-9770

March 15, 2004

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

04V-136 ① or ⑥

Dear Mr. Weinstein:

Subject: Part 573 Notification To NHTSA for Recall R719 – Passenger Airbag Trim

This is to inform you that Jaguar Cars is initiating a recall campaign on the following vehicles produced from November 2003 through January 2004 to address the passenger air bag dash aperture edge. Investigations have indicated that in some cases an incomplete material trim manufacturing operation has produced a poor finish on the passenger air bag aperture edge. Should the passenger airbag deploy the possibility exists that the airbag may become ruptured. Vehicles within the VIN range below are affected.

➤ 2004-MY Jaguar XJ

G25690-G27957

The campaign number assigned to this recall is R719.

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

**PART 573 DEFECT AND NON COMPLIANCE REPORT**

04V-136 ② of ⑥

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 Range		
MODEL YEARS INVOLVED:	2004 MY		
PRODUCTION DATES BEGINNING:	Nov 2003	ENDING:	Jan 2004
VIN RANGE INVOLVED: BEGINNING:	G25890	ENDING:	G27957
BODY STYLE:	Sedan Passenger Cars		
VEHICLE TYPE:	Car		

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

<b>ANSWER:</b>	Worldwide	2,270
	USA	1,142

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

<b>ANSWER:</b>	7% of vehicles manufactured during this time may contain the concern
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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:**

A poor cutting process at the supplier of the instrument pack trim has resulted in a poor finish of the passenger air bag dash aperture edge. Should the passenger airbag deploy, the possibility exists that the airbag may become ruptured.

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:**

22 December 2003

Report at the Supplier of a trim fault on the passenger side of the instrument pack. Investigations indicated that report caused by an incomplete material trim operation.

Root cause identified and Jaguar informed.

Cutting tool replaced and cutting speed reduced at Supplier.

22 December 2003

Jaguar manufacturing plant sweep conducted and 14 vehicles from a total of 198 inspected identified with concern and reworked.

5 January 2004

Process sheet at supplier added to assembly jigs to prevent assembly of parts with this concern. SOS and care points updated.

8 January 2004

Nozzle height of the cutting tool altered.

9 January 2004

Jaguar started assessment of impact on airbag functionality.

16 January 2004

Assessment commenced on repair requirement.

30 January 2004

Repair process agreed

13 February 2004

Qualification of vehicles affected by concern.

17 February 2004

Unsold vehicles quarantined for repair action to be undertaken prior to handover for retail sale. Jaguar Engineers began a random assessment of UK vehicles at dealerships.

24 February 2004

Feedback received of the field assessment data to confirm vehicle population and concern.

27 February 2004  
Recommendation received to undertake a Safety Recall Action.

5 March 2004  
Approval obtained.

04V-136 ④ of ⑥

No warranty claims have been received for this concern  
There have been no reports of any incidents for this concern  
There have been no reported accidents or injuries.

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 inspect the passenger airbag aperture and where necessary remove any sharp, serrated edges.

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 573.6 requirements.

**ANSWER:**

The manufacturers identification code for this recall is R719



**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 within the VIN range listed above.
2. You have paid for the repair 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 Dealer 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 Dealers 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 Dealer 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