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NHTSA-215

2004 SEP 17 P 4:23

OFFICE OF  
DEFECTS INVESTIGATION



JAGUAR CARS  
555 MacArthur Boulevard  
Mahwah, NJ 07430 USA

www.jaguar.com

August 30, 2004

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

04V-460  
(6 pages)

Dear Mr. Weinstein:

Subject: Jaguar Fuel Filler Cap—2004 MY X-Type  
Part 573 Notification To NHTSA for Recall R955

This is to inform you that Jaguar Cars is initiating a recall campaign on Jaguar X-Type vehicles produced from January 2004 through February 2004 to address the fuel filler cap concerns.

Jaguar Cars determined that the fuel filler caps are not providing a proper seal around the fuel tank filler neck which could result in the flagging of the Malfunction Indicator Lamp (MIL). In the event of a vehicle roll-over, fuel may be allowed to leak past the seal.

The campaign number assigned to this recall is R955.

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

Sincerely yours,

Kenneth Reed  
Product Legislation and Compliance



## 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:**

MAKE:	Jaguar	
MODEL:	X-TYPE	
MODEL YEARS INVOLVED:	2004 MY	
PRODUCTION DATES BEGINNING:	Jan 04	ENDING: Feb 2004
VIN RANGE INVOLVED: BEGINNING:	D69610	ENDING: D97144
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>	World-wide	1271
	USA	1147
	Canada	124

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

**ANSWER:** Unknown

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 consequences.  
Photographs or illustrations should be considered where appropriate.

**ANSWER:**

When replacing the fuel filler cap to the vehicle filler neck, it is possible for a customer to forcefully push on the filler cap while turning the cap, causing the cap to pass the end stop. If the cap is pushed with excessive downward pressure and turned past the end stop, this could result in the cap releasing from the cam, losing some clamp load and thus reducing the seal. Testing has indicated that this would cause a Malfunction Indicator Lamp to illuminate. Should a vehicle roll onto its right hand side (filler neck pointing down) it is possible for fuel to leak if the cap has travelled over the end stop and has not fully sealed the filler neck.

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.

In March 2004 this concern was identified through in house inspections and an investigation started. At this time, Jaguar issued a Quarantine Notice as a precaution during the pending investigation.

The investigation concentrated on two potential causes; the fuel filler neck and the fuel filler cap designs. The investigation determined that a new fuel cap seal profile with reduced seal stiffness, engineering by the seal supplier to ease customer removal torques, in combination with variability in the stainless steel filler neck profile were the root cause of the condition.

In May 2004, a search was conducted for any field reports on the concern and none were located.

Subsequent testing on in-house vehicles indicated that it was possible to replicate the condition.

This search for reports has been continuously updated and none have been located to date.

The item was reviewed within the Field Review Group in August 2004 where potential contributing causes of the condition and its scope were reviewed.

Jaguar has decided to conduct a field service action to replace the fuel cap seals. Even though no field reports regarding fuel leaks or MIL illumination for incorrectly seated caps have been received, Jaguar has decided voluntarily to conduct this field service action as a safety recall to encourage customers to receive this service.

7. **QUESTION:**  
Furnish a description of the manufacturer's program for remedying the defect or non compliance.

**ANSWER:** Recall Action will be carried out to remove the fuel cap seals and fit seals of known good quality.

8. **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 manufacturer's identification code for this recall is R955



JAGUAR CARS  
555 MacArthur Boulevard  
Mahwah, NJ 07430 USA

RE: R-955 Recall – Fuel Filler Cap

[www.jaguar.com](http://www.jaguar.com)

Vehicles Affected: 2004 MY X-Type Fuel Filler Cap.

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 relating to motor vehicle safety exists on 2004 MY X-Type models. If you are a recipient of this notice, and an owner of one of the vehicles within the VIN range listed 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 fuel filler cap operation.

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

➤ 2004 Jaguar X-Type                      D89810-D97144

#### What is the problem?

When replacing the fuel filler cap to the vehicle fuel tank filler neck it is possible to over tighten the cap inducing a poor seal. The fuel filler cap, when turned in a clock-wise direction, is designed to "ratchet" over at a predetermined setting to ensure a proper seal around the fuel filler neck. A problem may occur if the fuel filler cap is forcefully pushed down while turning. This downward force could cause the ratchet mechanism to fall resulting in a poor seal between the fuel filler cap and the fuel filler neck. In the event of a vehicle roll-over it is possible for fuel to leak past the fuel filler cap.

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 and your Dealer do?

Jaguar Cars will replace the fuel filler cap seal with the latest design.

#### What should you do?

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

**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 X-Type within the VIN range listed above.
2. You have paid for a fuel filler cap due to the defect outlined previously in this letter.
3. The repair was performed before [REDACTED].
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 Dealership 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 Relationship Center at 1 800 4JAGUAR (1-800-452-4827), option 9 or by e-mail at [jaguarowner@jaguar.com](mailto:jaguarowner@jaguar.com).

Sincerely,



Benjamin I. Welner  
Customer Satisfaction Manager