

04V-024



JAGUAR CARS  
585 MACARTHUR BOULEVARD  
MAYTOWN, NEW JERSEY 07430-2327  
TELEPHONE: (201) 818-8500  
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R-513 Recall - 2F 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          | G000001-G13780 |
| > 2003-2004 Jaguar S-Type | M44998-M96321  |
| > 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.

Sincerely,



Benjamin I. Weiner  
Customer Satisfaction Manager