



April 20, 2004

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

RE: Part 573 – Jaguar Recall R513 – NHTSA Campaign #04V024000

Dear Mr. Weinstein:

As required by Part 573.5

The estimated date on which the manufacturer will begin sending notifications to owners that there is a safety-related defect or noncompliance and that a remedy without charge will be available, and the estimated date on which it will have completed such notification.

The mass mailing to customers will commence April 26, 2004 .

A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and are sent to more than one manufacturer, distributor, dealer, or purchaser.

Enclosed is a notification letter sent to Jaguar Service Managers/Dealer Principals, and a copy of Administration Bulletin (7-23USA) outlining the repair procedure.

If you have further questions or concerns you can reach me directly at 201-818-8227.

Regards,

Kenneth Reed
Product Legislation And Compliance
Jaguar Cars



JAGUAR CARS

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April 2004

RE: R-513 Recall – ZF 6HP26 Automatic Transmission

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

To Jaguar Dealer Principals
Jaguar Service Managers

This letter is to inform you that Jaguar Cars will be voluntarily recalling a number of 2003-2004 Model year vehicles, to correct a potential safety defect. Vehicles within the vehicle identification number range (VIN) listed below may experience faulty automatic transmission operation.

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

➤ 2004 Jaguar XJ	G00001-G13779
➤ 2003-2004 Jaguar S-TYPE	M44888-M96322
➤ 2003-2004 Jaguar XK	A28408-A37133

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.

Before this can happen the following must occur:

- The transmission fluid level must be very low (in excess of 4 quarts) or a sticking valve within the transmission must exist resulting in low oil pressure in the transmission.
- The transmission would have defaulted to mechanical limp home mode. This occurrence would cause the amber secondary lamp on the instrument cluster to illuminate and the "Transmission Fault" message to show in the message center.

The failure may 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, with the gearshift lever in the "Drive" detent. There is no risk of incorrect vehicle motion in gear positions Park, Reverse, or Neutral. This event will not occur while the transmission has shifted to 4th, 5th or 6th gears, the normal cruising gears.

It is very unlikely that any of your customers would have experienced this specific issue, however Jaguar Cars has initiated this voluntary recall to re-program the transmission control module of all vehicles built with earlier software.

What action will be required?

The transmission control module will need to be re-programmed with the latest calibration files to ensure that the transmission cannot unexpectedly select reverse in the event of the above conditions occurring. The transmission must be within a certain temperature range to start the recalibration process. This is explained further in the recall service bulletin.

What will Jaguar do?

Jaguar will be contacting customers by mail, starting end of April 2004 advising them to schedule an appointment with their dealer at their earliest opportunity to have the repair carried out.

This letter and the attached preliminary Recall bulletin provide all of the necessary information to support this action. Please ensure that this information is shared with your parts manager and all relevant staff.

Additionally please check the warranty history on every vehicle returning to you dealership for additional service actions that may still apply, which require completion. A listing of all current open service actions is contained in the bulletin. Furthermore all vehicles are eligible for complimentary scheduled maintenance. If the current mileage indicates the vehicle is ready for service and the work has not been performed you should take the opportunity to complete it and submit a claim for scheduled maintenance. These actions combined will further enhance customer satisfaction.

Although the actual time to perform the recall is short, we recognize that some vehicles may need to be kept for a longer period to allow the transmission to reach the specified temperature range for reprogramming. Given this fact, and our commitment to customer satisfaction, we feel it is only right to provide loaner car reimbursement for this campaign. In the event you do need to keep the vehicle and provide a loaner car, Jaguar will reimburse you at the standard rate (\$24/hon-Jaguar, \$40/Jaguar) over and above the normal loaner car allocation. Claim procedures are included in this information pack.

If you have any questions, please contact the Jaguar Help line at 1-888-JAGDLRS

Thank you for your support

Yours sincerely,



Kevin Phelps
Technical Service Manager

Encl:

- Recall Bulletin R513
- Authorized Modification Labels
- WDS Software Version 20
- List of Vehicles Sold By Dealer
- Service Action Bulletin S344
- Rental Reimbursement Claiming Information

Claiming Procedures For Loaner Car For Informational Purposes

Although the actual time to perform the recall is short, we recognize that some vehicles may need to be kept for a longer period to allow the transmission to reach the specified temperature range for reprogramming. Given this fact, and our commitment to customer satisfaction, Jaguar Cars will provide one loaner car day reimbursement in the event you do need to keep the vehicle and provide a loaner car. Jaguar will reimburse you at the standard rate (\$24/non-Jaguar, \$40/Jaguar) over and above the normal loaner car allocation. Claiming procedures are detailed below.

Claiming procedures for 1 day loaner reimbursement

Select the corresponding program code based on your dealer's vehicle source options

- **Use of Program Code ZZLR:**

Under "Add - Misc. Items" select or enter "loaner or loanr2". Under "Value" enter **\$40.00**. Under "Invoice", enter the rental invoice number or applicable information. Under "Days", enter 1. (See notes 1)

- **Use of Program Code ZZLS:**

Under "Add - Misc. Items" select or enter "loaner or loanr2". Under "Value" enter **\$24.00**. Under "Invoice", enter the rental invoice number or applicable information. Under "Days", enter 1.

Notes:

- 1- Only those dealers that are eligible to use Loaner Car Programs ZZLA & ZZLJ may use Program Code ZZLR. (Refer to Administration Bulletin 6-75 Issued 8/06)



All

DATE 04/04

7-23USA

SERVICE

ADMINISTRATION BULLETIN**Incorrect Gear Selection –
ZF 6 Speed Automatic Transmission –
Recall Action R513****MODEL** 2003-04 S-TYPE
2003-04 XK
2004 MY XJ range
VIN M44898-M98322
A29406-A37133
G00001-G13778**Issue:**

A concern has been identified on 2003-04 MY vehicles within the above VIN ranges that are equipped with the six-speed automatic transmission.

If Drive (D) is selected with the vehicle stationary, the transmission may engage Reverse (R) if there is insufficient fluid pressure in the transmission and/or a sticking valve within the transmission. If this condition is present, the vehicle will default to Mechanical Limp Home mode and the Malfunction Indicator Lamp (MIL) will illuminate.

With the vehicle moving in a forward direction, reverse may engage without any manual input when the transmission is in first, second or third gear, as a result of transmission fluid loss allowing the fluid pressure to decrease. The vehicle will default to Mechanical Limp Home mode. The MIL lamp will illuminate if the transmission fluid pressure falls to below 4.1 bar.

Action:

Reprogram the Transmission Control Module (TCM) on all vehicles within the above VIN range, to the latest condition using Worldwide Diagnostic System (WDS) release JTP 759/20 or later.

All unsold vehicles or vehicles that have not been handed over to the customer must be repaired prior to sale or onward distribution.

Jaguar will be writing to all owners of affected vehicles requesting them to contact their nearest dealer as soon as possible to arrange for the TCM to be reprogrammed at the earliest opportunity.

NOTE: THE INFORMATION IN TECHNICAL BULLETINS IS INTENDED FOR USE BY TRAINED, PROFESSIONAL TECHNICIANS WITH THE KNOWLEDGE, TOOLS, AND EQUIPMENT TO DO THE JOB PROPERLY AND SAFELY. IT INFORMS THESE TECHNICIANS OF CONDITIONS THAT MAY OCCUR ON SOME VEHICLES, OR PROVIDES INFORMATION THAT COULD ASSIST IN PROPER VEHICLE SERVICE. THE PROCEDURES SHOULD NOT BE PERFORMED BY "DO-IT-YOURSELFERS." DO NOT ASSUME THAT A CONDITION DESCRIBED AFFECTS YOUR CAR. CONTACT A JAGUAR RETAILER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.

To allow the transmission to adapt to the customer's driving requirements after the TCM has been reprogrammed, the vehicle will need to be driven, by the customer, for approximately 50 miles (80 kilometers) without using the sport mode switch. This information must be communicated verbally to the customer when the vehicle is booked in for the repair to be undertaken.

The reprogramming of the TCM is dependant upon the temperature of the transmission. If the transmission is not within the specified temperature values for the TCM to be reprogrammed, the retailer will need to consider the level of courtesy service that should be provided to customers while performing this action.

OPEN SERVICE ACTIONS

This is an ideal opportunity to ensure that any outstanding Service Actions are completed on all vehicles included within this Recall Action. A list of the current open service actions is shown below. Please ensure that you check that the vehicle is affected by the service action prior to confirming the booking with your customers so that suitable time and parts are made available prior to the repair visit. This can be done by using the outstanding service action function within DDW, using your own internal records and by checking the original service action bulletin. It is also important that you ensure that the repair has not already been completed, as **NO** repeat service action claims will be accepted.

S151 Supercharger Drive Belt Idler Pulley Loose - S-TYPE R
S157 V6 Exchange Engine Replacement - S-TYPE
S159 Water Ingress into Throttle Position Sensor - S-TYPE R
S506 Lack of Power Assistance - XK
S712 Coolant Hose Incorrectly Routed - XJR
S713 Coolant Reservoir Bleed Screw Re-torque - XJ
S717 Oil Cooler Pipe Wearing on Cross Brace - XJR
S840 Battery Quiescent Drain - XK
S844 OBD System Readiness Flag P1111 Fails to Set - XKR

WORKSHOP PROCEDURE

Before reprogramming the Transmission Control Module (TCM) ensure that the following requirements are met:

- The Portable Test Unit (PTU) is docked on the WDS base station, with the base station plugged in to line voltage.
 - Vehicle battery is charged to a minimum of 12.5 volts.
 - All Diagnostic Trouble Codes (DTCs) are cleared.
 - Transmission oil temperature is within the recommended value of between minus 55 degrees Celsius and plus 80 degrees Celsius.
1. Open door.
 2. Ensure ignition is switched off, hand brake is on and selector lever is in Park (P).

3. Position WDS alongside the vehicle, switch WDS on and allow software to load.

Note: WDS must be loaded with the latest issue of software (WDS 29 or later.)

⚠ Caution: Never use software prior to WDS 29 to reprogram the TCM since this will return the calibration to an earlier level.

4. Connect PTU to vehicle using diagnostic cable.
5. Enter the VIN and navigate to the vehicle configuration main menu.
6. From the vehicle configuration main menu, navigate to and run the 'Re-configure existing TCM' application.

Note: As part of the reprogram process, a pop up screen stating 'select the access route you require' will be displayed, at this point the technician must select 'normal access'.

Note: If the message 'The vehicle does not require reprogramming - the latest software is installed. Do you wish to continue?' appears, the dealer MUST SELECT NO. This message indicates that the vehicle has undergone a previous software update and does not require reprogramming. No further action is required.

7. After successful reprogramming of TCM, switch off, disconnect, and return the WDS to the original location.
8. Close door.

APPLYING MODIFICATION LABEL


AUTHORIZED MODIFICATION LABEL	
	
AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
RECALL ACTION R613 - REPROGRAM TCM	
WRITE IN DESCRIPTION	
WRITE IN DATE	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE.	
DEALER NUMBER	DATE
CHANGE APPROVED BY	
JAGUAR PLC CAMPAIGN	

ILLUSTRATION 1

Fill out an authorized modification label (Illustration 1), enter the dealer number and date on the authorized modification label. List any other service actions that have been performed at the same time. Apply the label to the A-post on S-TYPE and XJ, and on the B-post on XK. Apply the clear sheet over the label.

Warranty Information:

Warranty claims should be submitted quoting program code R513 together with the relevant option code from the table below. This will result in payment of the appropriate time to reprogram the TCM.

The options that allow for drive in/drive out should only be claimed if the vehicle is brought into the workshop for only this recall action.

Recall Action R513

Model	VIN Range
2003 MY S-TYPE 3.0L	3FM44998 - 3FM94764
2003 MY S-TYPE 4.0L	3HM44998 - 3HM94764
2003 MY S-TYPE R	31M44998 - 31M94764
2004 MY S-TYPE 3.0L	4FM94765 - 4FM96322
2004 MY S-TYPE 4.0L	4HM94765 - 4HM96322
2004 MY S-TYPE R	41M94765 - 41M96322
2004 MY XJ	4TG00001 - 4TG13779
2004 MY XJR	4TG00001 - 4TG13779
2003 MY XK	32A29406 - 32A36873
2003 MY XKR	33A29406 - 33A36873
2004 MY XK	42A36874 - 42A37133
2004 MY XKR	43A36874 - 43A37133

Program Code	Option	Description	SRO	Time	Part Number	Part Description	Qty
R513	B	Re-program TCM	66.93.36	0.4 hrs.	-	-	-
R513	C	Re-program TCM	66.93.36	0.4 hrs.	-	-	-
		Drive in/drive out	10.10.10	0.1 hrs.			

NOTE: Always perform a DDW claim search first to determine whether this recall action has been performed on this vehicle. The "Review Claim History" function will provide a listing of all claims against the vehicle. If this recall action number appears in the program code field, do not perform this recall action.