



MODEL
XJ

DATE
25 Oct 2006

NUMBER
7-38USA

SERVICE

ADMINISTRATION BULLETIN

Subject: **Safety Recall R726 – (NHTSA # 06V- 358) Fuel Tank Replacement**

A possible defect that relates to motor vehicle safety may exist in some 2006 and 2007 Jaguar model XJ vehicles imported by Jaguar Cars.

DESCRIPTION OF DEFECT

Jaguar has identified a concern with fuel tanks fitted to 2006-2007MY Jaguar XJ vehicles. Some of the affected vehicles may have fuel tanks in which the fuel delivery module (FDM), jet pump module (JPM) and/or cluster valve seals are not properly retained in the fuel tank. This may result in illumination of the malfunction indicator lamp (MIL), or a fuel odor. If the fuel level is above the FDM, JPM or CV apertures, fuel may be discharged onto the ground. Leaks are most likely to occur only after a fuel tank has been fully filled. Liquid fuel, in the presence of an ignition source, could result in a fire.

For information purposes, a Technical Question and Answer document is appended as Attachment 2.

VEHICLES INVOLVED/CUSTOMER NOTIFICATION

Unsold vehicles have been quarantined pending the release of the recall action. This Recall Action supersedes the Quarantine Notice announced in Administration Bulletins, **7-33NAS** "Quarantine Notification: 2006-2007 Jaguar XJ Vehicles (G49701-H13209)" and **7-35NAS** "Recall R726 – Quarantine Notification for Affected Vehicles".

A total of **6199** vehicles imported into the United States are involved in this recall action. Specific vehicles in the VIN range G49701 to H13485 are affected by this recall.

Customer notification will begin the week of 29 October 2006. A sample owner letter is appended to this bulletin as Attachment 1. Dealers should review Administration Bulletins **7-36NAS** "Campaign X726 Jaguar Model XJ Customer Care Initiative" and **7-37USA** "Recall R726: Claiming Process for Loaner Car and Pick Up and Delivery" in anticipation of customer contacts.

U.S. Federal law requires dealers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle.

Dealers are advised that the use of vehicles from the affected VIN range as demonstrators or loaner vehicles may be considered a violation of Federal legislation. Jaguar Cars recommends against using affected vehicles for demonstrator or loaner purposes until the inspection and repair have been performed. Please consult your own legal counsel if you have questions in this regard.

WORK PROCEDURES

Jaguar has taken the decision to recall all affected vehicles to have the fuel tank replaced. Refer to the Technical Bulletin R726 "RECALL: Fuel Tank Replacement" for the detailed workshop procedure.

CIRCULATE TO	Service Mgr	Warranty	Technician	Body Shop	Parts Mgr	Parts Counter
	X	X	X		X	X

STATUS CHECKING/VEHICLE IDENTIFICATION

You may check the disposition of any vehicle using the Jaguar DDW vehicle history screen. In order to prevent recall duplication always verify the status of a Recall or Service Action using DDW.

Ensure that any outstanding Service Campaigns against a vehicle in this Recall are identified, that any required parts are available and that shop time is allocated to affect those repairs in conjunction with the R726 Recall activity.

PARTS:

△ **NOTE:** Allocation of fuel tanks to dealers has commenced at a rate determined by dealer sales and the supply stream. The Quarantine VOR ordering process is no longer required. The recall part numbers will, however, not be available for "open ordering" until stocks have reached an adequate level to support demand. Refer to Bulletin 7-39NAS.

- C2C 35618Fuel Tank - Supercharged Vehicles
- C2C 34867Fuel Tank - Naturally Aspirated Vehicles

△ **NOTE:** Removed tanks must be safely disposed of following local regulations and established Jaguar policy. Your Aftersales Market Managers (AMM) has been provided with further details on disposal cost reimbursement procedures incurred because of local legislation or high volume. Contact your AMM for additional information.

WARRANTY:

Direct Dealer Warranty (DDW) Warranty claims should be submitted quoting the program code R726 together with the relevant option code from the table. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes.

As option codes are used, there is no requirement for you to enter parts or SRO information; these are repeated here for information only.

△ **NOTE:** The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Program Code	Option	Description	SRO	Time (Hours)	Parts	Qty
R726	B	Replace Fuel Tank – Supercharged Vehicles	19.91.81	3.6	C2C 35618	1
R726	C	Replace Fuel Tank – Supercharged Vehicles Drive In/Out	19.91.81 10.10.10	3.6 0.1	C2C 35618	1
R726	D	Replace Fuel Tank – Naturally Aspirated Vehicles	19.91.81	3.6	C2C 34867	1
R726	E	Replace Fuel Tank – Naturally Aspirated Vehicles Drive In/Out	19.91.81 10.10.10	3.6 0.1	C2C 34867	1

*Normal warranty policy and procedures apply.
Warranty claims should be submitted in accordance with the current Jaguar Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.*

Attachment 1 – Owner Letter

RE: Safety Recall Action R726 - Fuel tank replacement

Vehicles Affected: Jaguar XJ

Model Year: 2006 and 2007

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 decided that a defect, relating to motor vehicle safety, exists in certain 2006 and 2007 model year XJ vehicles. Investigations have determined that some of the fuel tanks in these vehicles have seals that are not properly retained in the fuel tank. Your vehicle is included in this recall action.

What is the concern?

Some of the affected vehicles may have fuel tanks in which the fuel delivery module (FDM), jet pump module (JPM) and/or cluster valve (CV) seals are not properly retained in the fuel tank. This may result in illumination of the malfunction indicator lamp (MIL) or a fuel odor. If the amount of fuel is above the FDM, JPM or CV apertures, fuel may be discharged onto the ground. Fuel leaks are most likely to occur only after a fuel tank has been fully filled with fuel. A fuel leak in the presence of an ignition source may result in a fire.

What will Jaguar and your Jaguar dealer do?

Jaguar Cars is carrying out a voluntary recall of affected vehicles. An authorized Jaguar dealer will replace your vehicle's fuel tank free of charge with a fuel tank that is manufactured to the correct specification.

What should you do?

Please contact your authorized Jaguar dealer at your earliest convenience to schedule an appointment to have Safety Recall Action R726 completed on your vehicle. In the time prior to the Recall repair Jaguar recommends, as a precaution, that your fuel tank be filled **no more than 3/4 full**. This precaution will reduce the likelihood of leakage due to fuel contact with a defective seal.

How long will it take?

Expected repair time is estimated to be approximately four hours to install a new fuel tank. However, due to service scheduling requirements at the dealer, your vehicle may be needed for a longer period of time.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN days.

Moved or no longer own a Jaguar?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the enclosed return postage-paid card.

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 should you do if you have further questions?

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Jaguar dealer, please contact the Jaguar Customer Relationship Center at: 1 800 4JAGUAR (1-800-452-4827). You can also contact Jaguar by e-mail: Visit the web site www.jaguarusa.com and send an email from the "Contact Us" section.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to www.safercar.gov to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar in cooperation with your authorized dealer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager

Attachment 2 – Technical Q&A

ALL OF ATTACHMENT 2 IS PUBLISHED FOR THE FIRST TIME WITH VERSION 2

FOR USE ON INQUIRY

Jaguar Recall R726 Low Emission Vehicle Stage II Fuel Tank Sealing

Main Message:

An issue has been identified on certain 2006 and 2007 Model Year XJ vehicles VIN Range from G49701 to H13485 specified with the Low Emission Vehicle Stage II evaporative emissions system where it is possible that some fuel tanks were not made to specification. This may prevent the fuel delivery module, jet pump module or cluster valve seals from adequately sealing. The vehicle may illuminate a malfunction indicator lamp (MIL), exhibit a fuel odor or, particularly after completely refueling, liquid fuel may leak onto the ground.

Q1 Why is Jaguar recalling certain XJ Models?

A- Jaguar Cars is conducting a voluntary safety recall involving certain 2006 and 2007 Model Year XJ vehicles to fit a fuel tank manufactured to the correct specification. This work will be carried out free of charge.

Q2 Can you tell me more about what is wrong with the vehicle.

A - There is a quality concern with the fuel tank dimensions, in particular with those dimensions relative to the holes required for the fuel delivery and jet pump modules and the hole for the cluster valve.

Q3 How would the customer become aware of potentially having this concern?

A - The vehicle may illuminate a malfunction indicator lamp (MIL), exhibit a fuel odor or, particularly after completely refueling, liquid fuel may leak onto the ground.

Q4 Does this recall affect vehicle safety?

A - Because most of the reports describing fuel leaks that Jaguar has received indicate that the leaks occurred following refueling of the tank, it is advisable that customers refrain from completely filling their fuel tanks. This is especially relevant during hot climatic conditions. Fuel leakage in the presence of an ignition source could potentially cause a fire.

Q5 Has Jaguar received many complaints?

A - Due to higher temperatures during the summer, Jaguar began receiving an increasing number of reports of MIL lights illuminating, fuel odors and fuel leaks from some U.S. States.

Q6 How was the condition discovered?

A - This condition was discovered through routine analysis of warranty data.

Q7 Have there been any accidents or injuries?

A - There have been no fires, accidents or injuries of which we are aware.

Q8 How long has Jaguar known about this defect?

A - Jaguar has been investigating this concern since June 28, 2006.

Attachment 2 – Technical Q&A

Q9 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A - We have no concerns with the reliability of the fuel tank when it is manufactured to the correct specification. This issue is a quality concern associated with manufacturing process of the fuel tank that was manufactured away from specification by the fuel tank supplier. Modifications to the tank assembly have been introduced at the supplier to prevent a re-occurrence of this manufacturing problem.

Q10 What has Jaguar done in production?

A - Jaguar has stopped producing vehicles that require this fuel tank. Jaguar and the fuel tank supplier are working closely together to ensure that fuel tanks are manufactured to the latest specification to support the recall and then to resume production in the assembly plant.

Q11 What will authorized dealers do to the vehicles?

A - Authorized dealers will replace the fuel tank with a known good fuel tank.

Q12 Which vehicles are affected by this recall?

A - This concern affects 2006 and some 2007 Model Year XJ vehicles that are fitted with the Low Emission Vehicle Stage II (LEVII) evaporative emissions control system only. These vehicles are only specified for sale in the United State of America, Canada, and from 2007 Model Year, in South Korea. XJ vehicles in all other markets are fitted with a completely different fuel tank and are unaffected by this concern.

Q13 Are other Jaguar model XJ vehicles affected by these actions?

A - No other Jaguar XJ vehicles are affected by this specific action.

Q14 Are parts available to rework vehicles?

A - Parts will be available at campaign launch.

Q15 How much will the recall cost Jaguar?

A - Cost is never a factor in Jaguar's decisions to recall vehicles.

Q16 How do I know if my XJ vehicle is affected?

A - All owners of potentially affected vehicles will receive a letter shortly inviting them to contact a Jaguar authorized dealer for the work to be carried out.

Q17 How long does it take for the car to be inspected and repaired?

A - The work to be carried out will vary in time depending on the vehicle type, but it is expected to be completed in approximately 3.6 hours. Naturally, due to dealer schedules, vehicles may be required for longer.

Q18 Can I continue to drive my XJ vehicle safely until it has been recalled?

A - If a customer is at all concerned about operating their vehicle in these conditions, our advice is to fill the fuel tank no more than $\frac{3}{4}$ full.

NOTE: Please ensure that any Press enquiries are referred to the Jaguar Public Affairs office.



MODEL
XJ

DATE
24 Oct 2006

NUMBER
7-39NAS

SERVICE

ADMINISTRATION BULLETIN

Subject: **Recall R726 – Revised Technical Helpline Process**

In support of R726 XJ Fuel Tank Recall, replacement fuel tanks have begun to be shipped to repair down customer vehicles and also as part of your Wave 1 Allocation to prepare for future customer requirements. Please follow the details below for present concerns, and if any are raised during Allocation Waves 2, 3, or 4.

The Technical HelpLine (THL) tank ordering process as outlined in Service Administration Bulletin 7-35NASV3 will cease effective Wednesday October 25, 2006. The THL will not forward a list of VIN's to Unipart for ordering fuel tanks. The dealership parts department will need to contact Unipart directly as outlined below.

1. If a dealer receives a visibly damaged part prior to installation, they should follow the normal DY claim procedure for a DMG (Damaged) type and then contact a Unipart DOC with the DY reference number for a replacement.
2. If an installed part is possibly "Faulty", the technician should contact the Technical Helpline who will confirm if the replacement part is defective or not. If it is, the THL will provide a THL case number. The dealership parts department should then contact a Unipart DOC with the THL case number to order a replacement.
3. If a dealership feels they need to address an allocation shortage/overage or wishes to discuss unusual circumstances, they should notify their AMM.
4. If decided, the dealership's AMM will contact Unipart to have additional orders placed on their behalf or address their concerns. AMM's should send their requirements via email to: jagcsrs@jaguar.com and copy egreen49@jaguar.com and jcaffre4@jaguar.com.
5. If there are any other questions, please contact John Smeltz at: jsmeltz@jaguar.com

Thank you for your attention in this matter.

CIRCULATE TO	Service Mgr	Warranty	Technician	Body Shop	Parts Mgr	Parts Counter
	X	X			X	X



MODEL
ALL

DATE
25 Oct 2006

NUMBER
7-37USA
Version 2

SERVICE

ADMINISTRATION BULLETIN

Subject: **Recall R726: Claiming Process for Loaner Car and Pick Up and Delivery**

Loaner Car

To support customer satisfaction in conjunction with Recall R726, Jaguar Cars is authorizing reimbursement for one loaner day per vehicle beyond your normal allocation. Reimbursement will remain at the standard rate (\$28 for a non-Jaguar, \$40 for a Jaguar), and the claim will not be charged against your allocation. Claiming procedures are detailed below.

NOTE: To be eligible for reimbursement the vehicle must appear on the list "Customer Care – Eligible Vehicles" presented in bulletin 7-36NAS "Campaign X726 Jaguar Model XJ Customer Care Initiative."

Claiming procedures for 1 day loaner reimbursement

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

Jaguar

- Use of Program Code **ZZLR: (Jaguar Loaner)**
- Under "Add - Misc. Items" select or enter "loaner or loanr2".
- Under "Value" enter **\$40.00**.
- Under "Invoice" enter the invoice number or applicable information.
- Under "Days", enter 1 (See note 1)

Non-Jaguar

- Use of Program Code **ZZLS: (Non-Jaguar Loaner)**
- Under "Add - Misc. Items" select or enter "loaner or loanr2". Under "Value" enter **\$28.00**.
- Under "Invoice" enter the invoice number or applicable information.
- Under "Days", enter 1.

Notes:

1. Only those dealers that are eligible to use Loaner Car Programs ZZLA and ZZLJ may use program code ZZLR. (Refer to Administration Bulletin 6-137 USA)
2. All loaner claims need to comply with the Service Loaner Program record keeping requirements.

CIRCULATE TO	Service Mgr	Warranty	Technician	Body Shop	Parts Mgr	Parts Counter
	X	X				

Pick-up and Delivery

Some dealers may choose to provide a pick-up and delivery service for customers affected by recall R726, as an additional customer satisfaction measure. Reflecting our commitment to support your customer satisfaction efforts, Jaguar Cars has created a pick-up and delivery subsidy program for this recall. When you provide a pick-up and delivery service for customers affected by recall R726, Jaguar Cars will reimburse the dealer up to a **maximum** of \$25.00.

NOTE: To be eligible for reimbursement the vehicle must appear on the list "Customer Care – Eligible Vehicles" presented in bulletin 7-36NAS "Campaign X726 Jaguar Model XJ Customer Care Initiative."

Claiming procedures for Pick up and Delivery claim

- Use of Program Code **ZZCC**
- Under "Add – Misc. Items" select or enter "other".
- Under "Value" enter \$25.00.
- Under "Invoice" enter the invoice number or applicable information.

All claims need to comply with Jaguar Warranty record keeping requirements. Dealers may claim for service loaner and pick-up and delivery reimbursement if both services are provided to the customer.