



July 22, 2009

Mr. George Person
Recall Management Division Chief
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE/W45-231
Washington, DC 20590

Dear Mr. Person:

Subject: NHTSA Recall 09V-144 (Jaguar Recall Number J012) – 2004 Model Year Jaguar XJ vehicles for Under Floor and Rear Cross Member Brake Pipe Corrosion - Dealer Communications

Pursuant to 49 CFR 573, Defect and Noncompliance Responsibility and Reports, Jaguar Land Rover North America, LLC is providing a copy of dealer communications (number 7-59NAS and 7-58USA) for the above mentioned recall.

Please contact John Kobylarz at 201-818-8034 or at jkoby1a1@jaguarlandrover.com with any questions.

Sincerely,

p.p. Gary Temple
President
Jaguar Land Rover North America

Attachment



MODEL XJ

DATE 21 JULY 2009

NUMBER 7-59NAS

Service

ADMINISTRATION BULLETIN

Subject: Safety RECALL J012 Parts Ordering Process

In support of Safety RECALL J012, please review the following details regarding the brake pipe order and supply process for repairs to vehicles as described in Technical Bulletin J012.

- Brake pipe part numbers required for repair, C2C 33198K and C2C 29560K, will be 'SA' Blocked.
- Customer mailings will be staggered in three waves for the USA only; dealers **should not** order their expected total requirements at campaign launch. The mailings will coincide with the anticipated incremental arrival of parts supply.
- Dealers are advised to only order **reasonable** quantities based on actual service repair demand.
- Unipart will review dealer VOR and stock orders daily and **will** modify quantities as necessary **without** notifying dealers.
- Dealers continuing to order excessive quantities will be counseled.
- Dealer orders will be **shipped surface** regardless of order type. This is due to the extreme delicate nature of the pipes themselves being pliable aluminum.
- Brake fluid part number C2C 31221 will **not** be 'SA' Blocked; however, dealers are cautioned against ordering larger than necessary quantities to prevent affecting supply.
- The above process will be reviewed based on supplied quantities and any modification, if necessary, will be communicated to dealers.

Please contact the Unipart DOC team at 888-524-3577, Option #1 if there is a concern.

CIRCULATE TO:	Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Technician	Warranty Administrator	Parts Professional
				X	X			X



MODEL XJ

DATE 21 JULY 2009

NUMBER 7-58USA

Service

ADMINISTRATION BULLETIN

Subject: Safety RECALL J012 - NHTSA # 09V144

THIS SERVICE BULLETIN SUPERSEDES 7-56USA

A possible defect that relates to motor vehicle safety may exist in some 2004 model year Jaguar XJ vehicles

AFFECTED VEHICLES

Approximately 14,551 2004 model year Jaguar XJ vehicles in the USA and Puerto Rico are affected.

XJ (X350)

VIN: G00584 - G27877

Model Year: 2004

U.S. Federal law requires Retailers to complete any outstanding safety recall service before a vehicle is delivered to a buyer or lessee. Violation of this requirement by a Retailer could result in a civil penalty of up to \$6,000.00 per vehicle.

DESCRIPTION OF DEFECT

A potential concern has been identified with the installation of a Noise Vibration Harshness (NVH) pad fitted to the undertray and its interaction with the rear underfloor brake pipes, rear crossmember brake pipes, and their unions. A review of vehicle build conditions provides evidence that a touch condition can exist between the under floor and cross member brake pipes and the NVH pad at the rear of the underfloor undertray. Where the touch condition exists, water and dirt can collect and be held in contact with the pipes and their unions, abrade the corrosion protection, and reduce the corrosion life of the pipes accordingly.

AFFECT ON VEHICLE OPERATION

Corrosion of the brake pipes can lead to a loss of mechanical integrity of the braking system. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit. The instrument cluster may display the warning message 'Fluid Level Low' along with the Brake Warning lamp being illuminated. In the event of both braking circuits losing integrity at the same time, complete loss of service brakes can occur, thereby potentially causing a vehicle crash.

ACTION TO BE TAKEN

Dealers are required to **HOLD** all affected new vehicles in your control pending completion of the Repair Procedure outlined below. Sold vehicles should be inspected at the first available opportunity or at the owner request.

Dealers are advised that the use of vehicles within the affected 2004 model year / VIN range as demonstrators or loaner vehicles may be considered a violation of Federal legislation. Jaguar recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

SERVICE PROGRAM

Refer to Technical Bulletin J012 *Safety RECALL: Under Floor Brake Pipe Corrosion* for the complete repair procedure. Owner notification is expected to begin the week of 27 July 2009.

STATUS CHECKING / VEHICLE IDENTIFICATION

Dealers must check the disposition of any vehicle by using the Jaguar DDW system vehicle history screen.

In order to prevent Recall repair duplication, always verify the status of a Recall Action using DDW. Ensure that all 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 J012 Recall activity.

CIRCULATE TO:	Dealer Principal	General Manager	Sales Manager	Service Manager	Parts Manager	Technician	Warranty Administrator	Parts Counter
		X		X	X		X	

PARTS SUPPLY

C2C33198K.....Brake Pipe Qty: 1
 C2C29560K.....Brake Pipe Qty: 1
 C2C31221Brake Fluid Qty: 2

CLAIM REIMBURSEMENT INFORMATION

△ **NOTE:** Always check DDW to verify that the vehicle is affected by this Recall Action, or any other Service Actions, prior to undertaking any repair as some vehicles may have been repaired in port. DDW reflects only those vehicles affected and un-repaired.

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Warranty claims should be submitted quoting the Program Code 'J012' together with the relevant Option Code; this will result in payment of the stated time. As Option Codes are used, there is no requirement to enter SRO information; these are displayed for information only. The option that allows for drive in / drive out may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Program Code	Option Code	Description	SRO	Time (hours)	Parts	Qty
J012	B	Check brake pipes; no further action	70.91.48	0.30	N/A	N/A
J012	C	Check brake pipes; no further action	70.91.48	0.30	N/A	N/A
		Drive in / drive out	10.10.10	0.10		
J012	D	Check and replace brake pipes	70.91.49	2.90	C2C 33198K	1
					C2C 29560K	1
					C2C 31221	2
J012	E	Check and replace brake pipes Drive in / drive out	70.91.49 10.10.10	2.90 0.10	C2C 33198K	1
					C2C 29560K	1
					C2C 31221	2
J012	F	Check and replace brake pipes including drain fuel tank	70.91.50	3.60	C2C 33198K	1
					C2C 29560K	1
					C2C 31221	2
J012	G	Check and replace brake pipes including drain fuel tank Drive in / drive out	70.91.50 10.10.10	3.60 0.10	C2C 33198K	1
					C2C 29560K	1
					C2C 31221	2

CUSTOMER REIMBURSEMENT PROCESS

If a customer has indicated that they have already paid to replace the brake pipes for this concern prior to the date on the customer letter as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice with the following must be produced as proof of the repair:

1. They own or have owned a 2004MY Jaguar XJ within the affected VIN range;
2. They have paid for replacement or the under floor and / or rear cross member brake pipes due to the defect outlined above;
3. The repair was performed prior to the date on the customer letter; and
4. They 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 previous repairer; and
 - The owner's name and address at the time of the repair.

The Dealer must reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims should be submitted quoting Program Code 'J012' and by clicking the 'Related Damage' radio button on the claim submission screen. Supplementary claims for related damages can only be made once the Field Service Action claim has been paid / accepted.

The Warranty Claim should be submitted using Option Code 'X' and entering the cost to be reimbursed against the Sundry Code 'ZZZ001'.

Program Code	Option Code	Description	SRO	Time	Sundry Item Code	Value
J012	X	Reimbursement to owner	-	-	ZZZ001	Dealer entered

A copy of the invoice must be attached to the repair order for Warranty audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges. Only vehicles eligible for Recall Action J012 are included in this process. Only one claim per vehicle for related damages will be accepted.

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.

Normal warranty policy and procedures apply.



Safety RECALL J012 Sample Owner Letter

Sample Owner Letter

RE: SAFETY RECALL J012 - Underfloor Brake Pipe Corrosion

Vehicles Affected: Jaguar XJ

Model Year: 2004

Dear Jaguar XJ Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect, relating to motor vehicle safety, exists in some 2004 model year XJ vehicles. Your vehicle is included in this recall action.

What is the concern?

A concern has been identified with corrosion to brake pipes at the junction between the twin underfloor pipes and the rear crossmember pipes fitted to certain 2004 model year Jaguar XJ vehicles.

A review of vehicle build shows that a touch condition can exist between the under floor brake pipes and the Noise Vibration Harshness (NVH) pad at the rear of the underfloor undertray. Where a touch condition exists, water and dirt can collect and be held in contact with the pipes and their unions reducing the corrosion life of the pipes accordingly. In these cases the corrosion can lead to loss of the mechanical integrity of one or both pipes. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding circuit, and a simultaneous display of the 'fluid level low' warning light. In the event of both pipes losing integrity at the same time, complete loss of service brakes will occur, thereby potentially causing a vehicle crash.

What will Jaguar and your Jaguar Dealer do?

Jaguar is carrying out a voluntary recall of the vehicles mentioned above. An authorized Jaguar dealer will remove the NVH pad, inspect the underfloor brake pipes, and, if necessary, replace the underfloor brake pipes where red rust is visible on the brake pipes or unions. The required parts and repair procedure are expected to be available July 2009. There will be no charge for this repair.

What should you do?

Please contact your authorized Jaguar dealer at your earliest convenience to schedule an appointment to have Recall Action J012 completed on your vehicle.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 3 hours 40 minutes, although your dealer may need your vehicle for a longer time due to service scheduling requirements.

What should you do if you have already paid to have this repair completed?

If you have already paid for the replacement of the underfloor brake pipes for this concern prior to the date of this letter, Jaguar is offering a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own or have owned a 2004 model year Jaguar XJ within the affected VIN range.
2. You have paid to replace the underfloor brake pipes for the concern described above.
3. The repair was performed prior to the date of this letter.
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair;
 - 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; and
 - Name and address of the authorized Jaguar dealer or licensed repair facility,

If you have all of the above information, present it to the Service Manager at your authorized Jaguar dealer and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Jaguar dealer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Jaguar dealer.
To avoid delays, please do not send the receipt to Jaguar North America.

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 Information Change Form enclosed.

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:

- o **800-4JAGUAR** (800-452-4827)

You can also contact Jaguar by e-mail: Visit the web site <http://www.jaguarusa.com> and send an email from the 'Contact Us' section.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write:
Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://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



Stephanie P. Lutz
Customer Satisfaction Manager



Main Message:

A concern has been identified with the fitment of a sound deadening pad which could reduce the corrosion protection of the under floor brake pipes fitted to XJ vehicles.

The brake pipes may be in contact with a sound deadening pad which could allow trapping of road dirt, small stones and grit which can abrade the brake pipe corrosion protection, leading to exposure of bare metal and increased risk of corrosion over time. If the brake pipes do corrode and this is undetected through dealer or, in certain markets, independent inspection, it is possible for the brake pipes to corrode to such an extent as to rupture. In the event of a pipe rupturing, either one or both of the brake hydraulic circuits will be affected, drivers will notice extended brake pedal travel and increased stopping distances along with Low Brake Fluid warnings on the instrument cluster.

Q1 Why is Jaguar recalling certain XJ models?

A Jaguar is conducting a recall involving 2004 model year vehicles to inspect the condition of the under floor brake pipes and rear cross member brake pipes and, if necessary, to replace any which shows signs of corrosion.

Q2 Can you tell me more about what is wrong with the vehicles?

A The brake pipes may be in contact with a sound deadening pad which could allow trapping of road dirt, small stones and grit which can abrade the brake pipe corrosion protection leading to exposure of bare metal and increased risk of corrosion over time.

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

A Customers may be advised of corrosion on these brake pipes as a result of independent vehicle inspections such as the UK MOT Test.

In the event of a pipe rupturing, either one or both of the brake hydraulic circuits will be affected, drivers will notice extended brake pedal travel and increased stopping distances along with Low Brake Fluid warnings on the instrument cluster.

Q4 Does this concern affect vehicle safety?

A Jaguar has determined a loss of both hydraulic brake circuits can pose a risk to vehicle safety.

Q5 Has Jaguar received many complaints?

A Jaguar has received 36 field reports for this concern.

Q6 Have there been any accidents or injuries?

A There have been no reports of accidents or injuries relating to this concern of which Jaguar is aware.

Q7 How was the condition discovered?

A The condition was identified through field reports from dealers.

Q8 How long has Jaguar known about this problem?

A Isolated reports of this condition were received in late 2007 however, the emergence of a pattern or trend did not become apparent until December 2008 at which time urgent investigations were undertaken to understand the scope of the issue.

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 overall reliability of the vehicle. Jaguar carefully monitors field data to ensure that any matters relating to safe vehicle operation are rigorously investigated.

Q10 What has Jaguar done in production?

A This vehicle is now out of production. Changes to the sound deadening pad were made in January 2004.

Q11 What will Authorized Repairers do to the vehicles?

A Authorized Repairers will inspect the condition of the under floor and rear cross member brake pipes and if necessary, replace any which shows signs of corrosion. Additionally, the NVH pad which causes the touch condition will be removed.

Q12 Which vehicles are affected by this recall?

A 2004 Model Year XJ vehicles in the VIN range G00584 - G27878.

Q13 Are other Jaguar models affected by these actions?

A No other models are known to be affected.

Q14 Are parts available to rework vehicles?

A Parts will be available at the time of recall launch.

Q15 How much will the recall cost Jaguar?

A Cost was not a factor in deciding to recall these vehicles.

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

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

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

A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 3 hours 40 minutes to complete. 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 Customers are advised to be attentive to the feel of the brakes on their vehicle. Any change in the brake pedal travel, extension to stopping distances or signs of fluid on driveway should be reported to a Jaguar Authorized Repairer.

Q19 If I have already had to pay for the replacement of these parts, will I be able to claim my money back?

A Reimbursement will be provided by your dealer/Authorized Repairer to owners who have already paid for this repair as follows:

If the owner meets all the following requirements, they are eligible to receive reimbursement.

1. They own or have owned a 2004 model year Jaguar XJ within the VIN range listed above.
2. They have paid for replacement of the underfloor and/or rear cross member brake pipes due to the defect outlined previously in this letter.
3. The repair was performed before the date of this letter.
4. They 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 previous repairer.
 - The owner's name and address at the time of the repair.

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