



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 23, 2010

MR. JOHN KOBYLARZ
AUTOMOTIVE SAFETY OFFICE
JAGUAR LAND ROVER NORTH AMERICA, LLC
555 MACARTHUR BOULEVARD
MAHWAH, NJ 07430

NVS-215dgl
10V-578

SUBJECT: VEHICLES WIPER ARM DURABILITY

DEAR MR. KOBYLARZ:

This letter serves to acknowledge Jaguar Land Rover North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
JAGUAR/XJ/2010-2011

Mfg's Report Date: November 12, 2010

NHTSA Campaign Number: 10V-578

Components: VISIBILITY: WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 6,475

Summary:

JAGUAR IS RECALLING CERTAIN MODEL YEAR 2010-2011 XJ VEHICLES MANUFACTURED FROM JULY 28, 2009, THROUGH NOVEMBER 3, 2010. THE FRONT WIPER ARMS TO SPINDLE FIXINGS WERE NOT TORQUED TO SPECIFICATION DURING MANUFACTURING. AS A RESULT, THE SECURING NUTS COULD FAIL TO PERFORM AS INTENDED, RESULTING IN A LOSS OF WIPER ARM SYNCHRONIZATION AND A CLASH OF THE WIPER ARMS.

Consequence:

IF THE WIPER ARMS LOSE SYNCHRONIZATION AND CLASH, THEY COULD DETACH FROM THE VEHICLE, REDUCING A DRIVER'S VISIBILITY AND INCREASING THE RISK OF CRASH.

Remedy:

DEALERS WILL ENSURE THE WIPER ARMS ARE FITTED SECURELY ONTO THE SPINDLE AND THE SECURING NUTS WILL BE TIGHTENED TO THE CORRECT TORQUE. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE DECEMBER 13, 2010. OWNERS MAY CONTACT JAGUAR AT 800-637-6837.

Notes:

JAGUAR SAFETY RECALL NO. J019. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

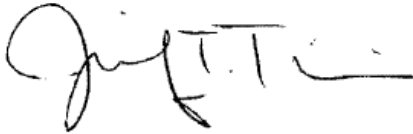
Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement