



MODEL XJ
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DATE 17 NOV 2010
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NUMBER 7-64USA
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**Service**

**ADMINISTRATION BULLETIN**

*Subject:* Notification of Safety Recall J019

*Jaguar Land Rover North America LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2010 - 2011 model year Jaguar XJ vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA web site.*

*United States Federal regulations require that Dealers must be advised of this Recall notification within three working days after government notification.*

*United States 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.*

*This Recall Service Bulletin serves as notification to all Jaguar Dealers in the United States and Puerto Rico that any new affected vehicles may not be delivered for customer use until the Recall repair is completed.*

**AFFECTED VEHICLES**

A total of 6,475 2010 - 2011 model year Jaguar XJ vehicles in the USA are affected:

XJ (X351)	VIN: V00001 - V14247
	Model Year: 2010 - 2011

**DESCRIPTION OF DEFECT**

A concern has been identified with certain 2010 - 2011 model year Jaguar XJ vehicles whereby the front wiper arm to spindle fixings may suffer torque relaxation as a result of an insufficiently controlled vehicle manufacturing assembly process.

**AFFECT ON VEHICLE OPERATION**

Torque relaxation of the securing nut could potentially result in loss of wiper arm synchronization which can cause clash of the wiper arms. If the wiper arms lose synchronization and clash, they could detach from the vehicle and, in certain circumstances, the driver's forward vision could be impaired. Furthermore, in this condition, the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 104 will not be fully met. This may increase the risk of crash.

**ACTION TO BE TAKEN**

Dealers are required to **HOLD** all affected new vehicles in your control and withhold them from onward distribution pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners. Owner notification is expected to commence the week of 13 December 2010.

**Dealers are advised that the use of vehicles within the affected 2010 - 2011 model year / VIN range as Sales Demonstrator or Service 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 the Repair Procedure outlined in Technical Bulletin J019, *Safety Recall: Wiper Arm Fixing Check*, for complete repair instructions to check and tighten the wiper arm securing nut to the correct torque.

**PARTS SUPPLY**

No parts required

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

**CLAIM REIMBURSEMENT INFORMATION**



**NOTE:** Please check DDW to ensure that the vehicle is affected by this Recall prior to undertaking any rework action as some vehicles may have been repaired in port. DDW will be updated to reflect only those vehicles affected.



**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 'J019' together with the relevant Option Code 'B' or 'C'; 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.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PARTS</b>	<b>QTY</b>
J019	B	Re-torque wiper arms	10.10.99	0.20	-	-
J019	C	Re-torque wiper arms	10.10.99	0.20	-	-
		Drive in / drive out	10.10.10	0.10	-	-

*Normal Warranty policies and procedures apply*