



Safety Recall J019 Sample Owner Letter

Sample Owner Letter

RE: Safety Recall J019 - Wiper Arm Securing Nut Check

Vehicle Affected: Jaguar XJ

Model Year: 2010 - 2011

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 2010 - 2011 model year XJ vehicles. Your vehicle is included in this recall action.

What is the concern?

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

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.

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 check and, if necessary, tighten the wiper arm securing nut to the correct torque. 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 J019 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 15 minutes, although your dealer may need your vehicle for a longer time due to service scheduling requirements.

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:

- **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 Jaguar' section.



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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 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 certain 2010 - 2011 model year XJ vehicles whereby the front wiper arm securing nuts may suffer torque relaxation as a result of an insufficiently controlled vehicle manufacturing assembly process.

Torque relaxation of the securing nut could potentially result in loss of wiper arm synchronization which can cause a 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.

Q1 Why is Jaguar recalling certain XJ models?

A Jaguar Cars is voluntarily conducting a recall involving 2010 and certain 2011MY XJ vehicles to ensure the wiper arm is fitted securely onto the spindle and the securing nut is tightened to the correct torque.

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

A Jaguar has identified that the manufacturing process to attach the wiper arm to the spindle was insufficiently controlled such that torque below that specified could be imparted on the fixing. Through torque relaxation the securing nut could become loose so allowing the wipers arms to lose synchronizations, clash and potentially detach from their spindle.

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

A The front wiper arm to spindle fixings fitted to 2010 and certain 2011MY Jaguar XJ vehicles may suffer torque relaxation. During the early stages of torque relaxation the wiper system may become overly noisy in operation. Further torque relaxation of the securing nut could potentially result in loss of wiper arm synchronization which can cause clash of the arms.

Q4 Does this recall affect vehicle safety?

A Jaguar has determined that 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. This may increase the risk of a crash.

Q5 Has Jaguar received many complaints?

A Jaguar Cars has received two complaints.

Q6 Have there been any accidents or injuries?

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

Q7 How was the condition discovered?

A The condition was identified through two field reports from Jaguar dealers.

Q8 How long has Jaguar known about this problem?

A The concern was first reported to Jaguar in October 2010.

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 wiper system on Jaguar XJ vehicles when the system is assembled to the as designed conditions.

Q10 What has Jaguar done in production?

A Jaguar has revised the production assembly process to ensure that the wiper arm fixings have the correct torque consistently applied in a controlled manner.



Q11 What will Authorized Repairers do to the vehicles?

A Authorized Repairers will ensure the wiper arm is fitted securely onto the spindle and the securing nut is tightened to the correct torque.

Q12 Which vehicles are affected by this recall?

A 2010 and certain 2011 Model Year XJ vehicles in the VIN range V00001 - V14247.

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 For this issue no parts are required.

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 15 minutes. 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 contact a Jaguar Authorized Repairer should they have any concerns over the wiper system of their vehicle.

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