



August 16, 2010

Claude Harris  
Acting Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington DC, 20590

Dear Mr. Harris:

**Subject: NHTSA Campaign - 10V332**

**Jaguar Recall J017 – 10MY and 11MY Jaguar XF, XK vehicles for Engine Cut-Out - Dealer Communications**

Pursuant to 49 CFR 573, Defect and Non-compliance Reports, Jaguar Land Rover North America, LLC is submitting the following dealer communications sent to our dealers regarding Jaguar Recall J017.

- Administration Bulletin 7-63USA2
- Technical Bulletin J017

Sincerely,

John Kobylarz  
Automotive Safety Office  
Jaguar Land Rover North America

Attachments



# TECHNICAL BULLETIN

No: J017  
Issue: 1  
Date: 13 AUG 2010

CIRCULATE TO:

SERVICE  
✓

PARTS  
✓

WARRANTY  
✓

BODY SHOP

## SECTION: 303

## SAFETY RECALL: Engine Cut Out - 5.0L V8

### AFFECTED VEHICLE RANGE:

XF (X250) 5.0L V8 only

VIN: R36913 - R59480  
Model Year: 2010

XK (X150)

VIN: B28268 - B39482  
Model Year: 2010 - 2011

### CONDITION SUMMARY:

**Situation:** A concern has been identified with 2010 model year Jaguar XF and 2010 - 2011 model year XK 5.0-liter V8 gasoline-engine vehicles whereby the in-tank electric fuel pump may not be correctly activated as the fuel pump relay is not energized following a vehicle start-up cycle. As a result, it is possible that the engine may start and continue to operate as normal for a variable period of time until the engine fuel demand exceeds the ability for the high pressure fuel pump to supply fuel. The engine can then cut out without any detectable warning signs. Fuel starvation to the engine leads to engine stumble followed by engine cut out with minimal warning and could potentially cause a crash.

After engine cut out, once the brake vacuum reservoir is depleted the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Power Assisted Steering (PAS) will be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional but with increased steering effort required. The customer will need to cycle the ignition to re-engage the fuel pump relay.

To overcome the affects of the fuel pump not being activated correctly, Jaguar has released revised vehicle software that ensures that when the engine is running the in-tank fuel pump relay remains energized.

**Action:** Dealers are required to update the affected vehicles within their control and withhold them from retail delivery pending completion of the rework action. Refer to the Repair Procedure outlined below to update the Auxiliary Junction box software. For cars in Dealer inventory, this Recall action should be performed after completion of the vehicle Pre-Delivery Inspection (PDI).

For Recall notification details, refer to Service Bulletins 7-63CAN and 7-63USA.

### PARTS:

No parts necessary

### TOOLS:

IDS with latest IDS-DVD and Calibration File; IDS-DVD122\_V6.02 or later Calibration File 44 or later Jaguar-approved Midtronics Vehicle Power Supply

### WARRANTY:



**NOTE:** Always check DDW to verify that the vehicle is affected by this Recall Action or any other Service Action 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.

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Dealer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

Warranty claims should be submitted quoting the Program Code 'J017' 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY
J017	B	Configure Auxiliary Junction Box	86.99.79	0.2	n/a	n/a
J017	C	Configure Auxiliary Junction Box	86.99.79	0.2	n/a	n/a
		Drive in/drive out	10.10.10	0.1	n/a	n/a

*Normal warranty policies and procedures apply.*

## **REPAIR PROCEDURE**

### **UPDATE THE AUXILIARY JUNCTION BOX SOFTWARE**



**NOTE:** For vehicles in Dealer inventory, the following procedure should be performed after completing the Pre-Delivery Inspection (PDI).



**CAUTION:** Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.



**CAUTION:** A Jaguar-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during diagnosis / module programming.

1. Connect the Jaguar-approved Midtronics Vehicle Power Supply to the vehicle battery.



**NOTE:** IDS must be loaded with **IDS-DVD122\_V6.02 or later and Calibration File 44 or later.**

2. Connect the Integrated Diagnostic System (IDS) to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
3. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
4. From the Session Type selection screen, select 'Campaigns' tab
5. From the recommendation screen, select the following:
  - Configure existing module – Auxiliary junction box (body control module B)
6. Follow all on screen instructions to complete this task.
7. Exit the current session.
8. Disconnect IDS and Midtronics Vehicle Power Supply from the vehicle.



MODEL  
XF, XK

DATE  
13 AUG 2010

NUMBER  
7-63USA2

Service

## ADMINISTRATION BULLETIN

Subject: Safety RECALL J017 (NHTSA # 10V332)

ISSUE '2' CHANGES INCLUDE WARRANTY CLAIMS INFORMATION, SAMPLE CUSTOMER LETTER, AND TECHNICAL Q & A. CHANGES ARE NOT HIGHLIGHTED.

*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 model year Jaguar XF and 2010 - 2011 model year XK vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA web site.*

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

*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.*

*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 5,048 2010 model year Jaguar XF vehicles, fitted with the 5.0L V8 engine only, and 2010 - 2011 model year XK vehicles in the USA are affected.

XF (X250) 5.0L V8 only

VIN: R36913 - R59480

Model Year: 2010

XK (X150)

VIN: B28268 - B39482

Model Year: 2010 - 2011

### DESCRIPTION OF DEFECT

A concern has been identified with certain 2010 model year Jaguar XF vehicles, fitted with the 5.0L engine only, and 2010 - 2011 model year XK vehicles whereby the in-tank electric fuel pump may not be correctly activated as the fuel pump relay is not energized following a vehicle start-up cycle.

### AFFECT ON VEHICLE OPERATION

As a result, it is possible that the engine may start and continue to operate as normal for a variable period of time until the engine fuel demand exceeds the ability for the high pressure fuel pump to supply fuel. The engine can then cut out without any detectable warning signs. Fuel starvation to the engine leads to engine stumble followed by engine cut out with minimal warning and could potentially cause a crash.

Once the brake vacuum reservoir is depleted the vehicle will lose brake power assistance, however, foundation brakes continue to operate. Power Assisted Steering (PAS) will be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional but with increased steering effort required. The customer will need to cycle the ignition to re-engage the fuel pump relay.

To overcome the affects of the fuel pump not being activated correctly, Jaguar has released revised vehicle software that ensures that when the engine is running the in-tank fuel pump relay remains energized.

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

Issued by: Jaguar Land Rover North America LLC

## 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 Repair Procedure outlined below. 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.

**Dealers are advised that the use of vehicles within the affected 2010 - 2011 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 the Repair Procedure outlined in Technical Bulletin J017, *SAFETY RECALL: Engine Cut Out - 5.0L V8*, to update the Auxiliary Junction Box / Body Control Module B software. Owner notification is expected to begin the week of 23 August 2010.

## PARTS SUPPLY

No parts required

## CLAIM REIMBURSEMENT INFORMATION

△ **NOTE:** Please check DDW to ensure that the vehicle is affected by this Recall prior to undertaking any rework action. 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 'J017' 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.

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*Normal warranty policies and procedures apply*



## Safety RECALL J017 Sample Customer Letter

### *Sample Owner Letter*

**RE: SAFETY RECALL J017 - Engine Cut-Out**

**Vehicles Affected: Jaguar XF and XK**

**Model Year: 2010 - 2011**

**Dear Jaguar 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 model year XF and 2010 - 2011 model year XK vehicles. Your vehicle is included in this recall action.

### **What is the concern?**

A concern has been identified with certain 2010 model year Jaguar XF and 2010 - 2011 model year XK 5.0L V8 gasoline-engine vehicles whereby the in-tank electric fuel pump may not be correctly activated as the fuel pump relay is not energized following a vehicle start-up cycle.

As a result, it is possible that the engine may start and continue to operate as normal for a variable period of time until the engine fuel demand exceeds the ability for the high pressure fuel pump to supply fuel. The engine can then cut out without any detectable warning signs. Fuel starvation to the engine leads to engine stumble followed by engine cut out with minimal warning and could potentially cause a crash.

Once the brake vacuum reservoir is depleted the vehicle will lose brake power assistance, however, foundation brakes continue to operate. Power Assisted Steering (PAS) will be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional but with increased steering effort required. The customer will need to cycle the ignition to re-engage the fuel pump relay.

To overcome the affects of the fuel pump not being activated correctly, Jaguar has released revised vehicle software that ensures that when the engine is running the in-tank fuel pump relay remains energized.

### **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 update vehicle software. No parts are required. 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 J017 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 45 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 Us' section.



## Safety RECALL J017 Sample Customer Letter

**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



## Safety RECALL J017 Technical Q & A

### **Main Message:**

A concern has been identified with the software which controls the in-tank fuel pump start strategy for 2010 model year XF and 2010 - 2011 model year XK 5.0L gasoline engine vehicles only.

On vehicle start up, the in-tank fuel pump primes the fuel system to enable engine start. The control circuit for the in-tank fuel pump requires start authorization to be confirmed, via the Control Area Network (CAN), that the in-tank fuel pump should be enabled. If the start authorization fails to synchronize, the control circuit will not be enabled and the in-tank fuel pump will not run for the duration of that ignition cycle.

The customer is unaware that the vehicle is in this mode of operation as the engine-driven high pressure fuel pumps are able to draw sufficient fuel to enable the engine to run at normal road speeds for a variable period of time. Without the in-tank fuel pump running, the engine can cut out if the fuel being drawn by the engine-driven high pressure fuel pumps is not matched to engine demand, the engine can then cut out without any detectable warning signs. The customer will have to cycle the vehicle ignition to engage the in-tank fuel pump.

### **Q1 Why is Jaguar recalling certain XF and XK models?**

A Jaguar Cars is conducting a voluntary safety recall for selected 2010MY 5.0L gasoline XF and 2010 - 2011MY XK vehicles to introduce new software to ensure that the in-tank fuel pump is correctly enabled when the engine is running to provide fuel to the engine-driven mechanical high pressure fuel pump.

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

A The start authorization software strategy fails to synchronize with the Rear Junction Box (RJB) which controls the in-tank fuel pump relay. The in-tank fuel pump relay remains switched off and the in-tank fuel pump does not run after the initial system prime. The engine-driven mechanical fuel pump is able to draw sufficient fuel to enable the engine to run at normal road speeds for a variable period of time until the engine fuel demand exceeds the ability of the high pressure pump to supply fuel without the in-tank pump running. Very shortly after the engine cuts out due to fuel starvation.

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

A The engine can cut out if the fuel being drawn by the engine-driven high pressure fuel pumps is not matched by engine demand. Typically this occurs after the driver lifts off the throttle. Once the brake vacuum reservoir is depleted the vehicle will lose brake power assistance; however foundation brakes continue to operate. Power Assisted Steering (PAS) will be lost once the vehicle speed drops below the torque converter speed threshold; however the vehicle steering will remain functional with increased steering effort required.

### **Q4 Does this concern affect vehicle safety?**

A Jaguar has determined that engine cut out at variable speed without any prior warning signs could pose a risk to vehicle safety.

### **Q5 Has Jaguar received many complaints?**

A Jaguar Cars has identified 31 field reports for this issue - 18 XF and 13 XK.

### **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 are aware.

### **Q7 How was the condition discovered?**

A The condition was identified through field report monitoring.





## Safety RECALL J017

### Technical Q & A

**Q8 How long has Jaguar known about this problem?**

A Jaguar first received a report of this issue in January 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 vehicles. Jaguar carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

**Q10 What has Jaguar done in production?**

A Revised production software has been introduced to mitigate this issue for vehicles built post vehicle identification number (VIN) R59480 (XF vehicles) and B39482 (XK vehicles).

**Q11 What will Authorized Repairers do to the vehicles?**

A Authorized Repairers will program new software into the vehicle to ensure that the in-tank fuel pump will run when the engine is started when start is 'authorized' regardless of synchronization errors.

**Q12 Which vehicles are affected by this recall?**

A All 5.0L gasoline-engine 2010MY XF vehicles within the VIN range R36913 - R59480 and 2010 - 2011MY XK vehicles within the VIN range B28268 - B39482.

**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 Software is available for authorized repairers to conduct this download.

**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 half an hour to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q18 Can I continue to drive my XF or XK vehicle safely until it has been recalled?**

A Customers are advised to contact a Jaguar Authorized Repairer should they have any concerns over the starting and running of their vehicle.

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