



MODEL
XF, XK

DATE
15 JUNE 2011

NUMBER
7-65USA3

Service

ADMINISTRATION BULLETIN

Subject: Safety Recall J018 (NHTSA # 11V168) - Update

THIS SERVICE BULLETIN UPDATES SERVICE BULLETIN 7-65USA2
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 XK vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA web site.

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 4,926 2010 model year Jaguar XF and XK vehicles in the USA and Puerto Rico are affected:

- XF (X250)VIN: R59582 - R78198
- XK (X150)VIN: B35327 - B38302

DESCRIPTION OF DEFECT

A concern has been identified with certain 2010 model year Jaguar XF and XK vehicles within the above VIN ranges where the Power Assisted Steering (PAS) pipes have been supplied with zinc-nickel plating that does not fully meet the corrosion protection requirements of Jaguar's engineering specification.

AFFECT ON VEHICLE OPERATION

After an extended period of time in service, corrosion of the PAS pipes will occur; this may lead to pin-holing of the pipe. Pin-holing of PAS pipes could allow pressurized PAS fluid to leak into the underhood and engine bay area. Loss of PAS fluid will cause PAS system noise and loss of power assisted steering; steering control is fully maintained in an unassisted state. It is also possible that the PAS fluid may ignite if it comes into contact with an ignition source or a surface of sufficiently high enough temperature.

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 in June 2011.

Dealers are advised that the use of vehicles within the affected 2010 model year / VIN ranges 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 Technical Bulletin J018, *Safety Recall: Power Assisted Steering Pipe Corrosion Protection*, for complete Repair Procedure, Parts information, and Warranty submission details.

STATUS CHECKING / VEHICLE IDENTIFICATION

CIRCULATE TO:	DEALER PRINCIPAL	✓	BUSINESS MANAGER		SALES CONSULTANT	✓	SERVICE ADVISOR	✓	PARTS PROFESSIONAL	✓	TECHNICIAN	
	GENERAL MANAGER	✓	SALES MANAGER	✓	SERVICE MANAGER	✓	PARTS MANAGER	✓	SYSTEMS ADMIN		WARRANTY ADMIN	✓

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 J018 Recall activity.

PARTS SUPPLY

C2C41606	V8 PAS Pipe - Return	XF (4.2L)	Qty: 1
C2C41604	V8 PAS Pipe - Pressure	XF (4.2L)	Qty: 1
C2Z20222.....	V8 PAS Pipe - Pressure	XF (5.0L)	Qty: 1
C2D18857	V8 PAS Pipe - Pressure	XK	Qty: 1
C2P10363	PAS Fluid - 1L		Qty: 2

CLAIM REIMBURSEMENT INFORMATION



NOTE: Always check DDW to verify that the vehicle is affected by this Recall action prior to undertaking any repair. DDW will reflect only those vehicles affected and unrepaired.



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 Program Code 'J018' together with the relevant Option Code; this will result in payment of the stated time. As Option Codes are used, there is no requirement for you to enter parts or labor; these are repeated here for information only. The Option Codes which contain drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY
J018	D	Replace pressure hose - XK	57.15.29	2.30	C2D18857	1
					C2P10363	2
J018	E	Replace pressure hose - XK	57.15.29	2.30	C2D18857	1
		Drive in / drive out	10.10.10	0.10	-	-
J018	D	Replace pressure hose - XF (R59633 - R79198; 5.0L)	57.15.29	1.00	C2Z20222	1
					C2P10363	2
J018	E	Replace pressure hose - XF (R59633 - R79198; 5.0L)	57.15.29	1.00	C2Z20222	1
		Drive in / drive out	10.10.10	0.10	-	-
J018	T	Replace return and pressure hoses - XF (R59582 - R68597; 4.2L)	57.15.33	1.40	C2C41606	1
					C2C41604	1
					C2P10363	2
J018	V	Replace return and pressure hoses - XF (R59582 - R68597; 4.2L)	57.15.33	1.40	C2C41606	1
		Drive in / drive out	10.10.10	0.10	-	-
J018	W	Replace return hose - XF (R68609 - R73338; 4.2L)	57.15.24	0.60	C2C41606	1
					C2P10363	2
J018	Y	Replace return hose - XF (R68609 - R73338; 4.2L)	57.15.24	0.60	C2C41606	1
		Drive in / drive out	10.10.10	0.10	-	-



PARTS ALERT

15 June 2011 JA11PA-12

NAS:

US Only:

CAN Only:

ATTENTION: Parts Manager, Parts Professional

Safety Recall J018 Parts Ordering Process

Please be advised of the following parts ordering process for Safety Recall J018 *Power Assisted Steering (PAS) Pipe Corrosion Protection*. In order to enable dealers to have stock of parts at launch, an initial allocation will be sent to most dealers based on their 2011 Sales Volume Categories. Category 'A', 'B', and 'C' dealers will receive parts automatically; however, category 'D' dealers are required to place orders themselves based on their requirements. This automatic allocation will be shipped to dealers the week of 13 June, 2011.

PAS pipe part numbers **C2C 41606**, **C2C 41604**, **C2Z 20222**, and **C2D 18857** will be 'SA' (Service Action) Block in the Jaguar Parts Communication (JPC) system. Dealer orders placed through the JPC system **will not** supply automatically. Orders will be reviewed for 'reasonable' quantities daily by the Unipart DOC team and released. 'Reasonable' order quantities will be based on 2011 Dealer Sales Volume Categories. Dealer orders with unreasonably large quantities will be subject to downward adjustment and/or 'Declined – Customer Service' in JPC.

Dealers should effectively manage their parts inventory to be able to first address immediate customer concerns and secondarily to support the repair of affected vehicles under dealer control.

Please note: Part number C2P 10363 is PAS fluid; two (2) one-liter containers are required for each repair. Since this is a normally-stocked item by dealers, all dealers should place orders themselves and increase their inventory to meet their needs. This part will not be 'SA' Block in JPC.

Dealers are asked to always set their Dealership Management Systems (DMS) inventory/proposed stock order functions to Manual Order for parts used in Update Prior to Sale, Service Action, and Recall campaigns to avoid unnecessary orders.

Please contact the Unipart DOC team at 888-524-3577, Option #1 with any questions or concerns.