



# Safety Recall J018 Sample Owner Letter

June 2011

**RE: Safety Recall J018 - Power Assisted Steering Pipe Corrosion Protection**

**Vehicle Affected: Jaguar XF and XK**

**Model Year: 2010**

**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 Jaguar XF and XK vehicles. Your vehicle is included in this recall action.

**What is the concern?**

A concern has been identified with certain 2010 model year XF and XK vehicles whereby 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. 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 under-hood 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 at sufficiently high temperature.

**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 replace the PAS pipes with a part manufactured to the required corrosion protection specification. There will be no charge for this repair.

**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 1.0 - 2.5 hours (depending on vehicle), although your dealer may need your vehicle for a longer time due to service scheduling requirements.

**What should you do?**

Please contact your authorized Jaguar dealer at your earliest convenience to schedule an appointment to have Safety Recall J018 performed on your vehicle.

**Attention Leasing Agencies:**

Federal regulations require that you forward this recall notification to the lessee within TEN (10) 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 program or need assistance in locating your nearest authorized Jaguar dealer, please contact the Jaguar Customer Relationship Center at:

**800-4JAGUAR** (800-452-4827), Option 9

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.

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 to:

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.

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. 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 Recall program.

Sincerely,



Stephanie P. Lutz  
Customer Experience Manager



## RE: Safety Recall J018 - Power Assisted Steering (PAS) Pipe Corrosion Protection

**Affected Models: 2010MY XF and XK**

**Main Message:** A concern has been identified with 2010 Model Year XK and XF vehicles whereby 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. 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 under-hood 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 at sufficiently high temperature.

**Q1 Why is Jaguar recalling the XF and XK vehicles?**

A Jaguar is conducting a voluntary safety recall involving petrol (gasoline) derivative Jaguar XF and XK vehicles to replace the PAS pipes.

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

A Jaguar has identified that the PAS pipes installed on the above vehicle lines may have been supplied with Zinc Nickel plating that is not to specification or is damaged leading to corrosion performance below the corrosion standard specified by Jaguar.

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

A Initially the surface of the PAS pipes would begin to show signs of corrosion, which over extended periods would then progress to extensive corrosion into the PAS pipes. Should this condition continue undetected the PAS pipes would eventually corrode sufficiently to allow fluid loss from the system which may be visible on the ground underneath the vehicle. Once the fluid loss reaches a certain level the PAS system could become noisy in operation and the driver would be aware of increasing effort begin required for steering inputs, identifying an issue with the PAS system that requires attention.

**Q4 Does this recall affect vehicle safety?**

A In the event of the corrosion to the PAS pipes remaining undetected to the point of PAS fluid leaks into the engine bay drivers will most likely detect unusual noise from the PAS system from within the engine bay and may also detect PAS fluid leaks. If these warning signs are ignored, vehicle safety may be compromised.

**Q5 Has Jaguar received many complaints?**

A Jaguar Cars has received no customer complaint for this issue. This issue has been identified by Jaguars internal quality systems when a component on corrosion test did not achieve the required corrosion performance during test.

**Q6 Have there been any vehicle fires, accidents, or injuries?**

A There have been no vehicle fires, accidents, or injuries.

**Q7 How was the condition discovered?**

A This issue was identified by Jaguars internal quality systems.

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

A Jaguar has been aware of this concern since October 2009, which has required detailed and extensive testing and evaluation to ensure that a full understanding of the extent of lack of corrosion protection may have on the vehicle. This activity has concluded that the long term corrosion performance of the PAS pipes will not meet with Jaguar's corrosion performance requirements.

**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 Jaguar has no concerns with the overall reliability of the vehicles. Jaguar carefully monitors both internal and external data to ensure that any matters relating to safe vehicle operation are rigorously investigated. This is a further demonstration of Jaguar's ability to detect concerns and react before they are experienced by the customer.

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

A Jaguar has ensured that vehicle built after the VIN R78198 (XF) and B38302 (XK) have been built with PAS pipes that have corrosion protection to the correct specification.

**Q11 What will authorized repairers do to the vehicles?**

A Authorized repairers will replace the PAS pipes with a part manufactured to the required corrosion protection specification.

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

A Vehicles within the VIN ranges R59582 - R78198 (XF) and B35327 - B38302 (XK) are affected.

**Q13 Are other Jaguar models affected by these actions?**

A No other models are affected by this safety recall.

**Q14 Are parts available to rework vehicles?**

A Parts will be available by the time of customer receive their letters.

**Q15 How much will the recall cost Jaguar?**

A Cost is never a factor in Jaguar's decisions to recall vehicles.

**Q16 How do I know if my Jaguar XF or XK vehicle is affected?**

A All owners of potentially affected vehicles will receive a letter shortly 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 to be carried out is expected to be completed in approximately 1.0 - 2.5 hours (depending on vehicle); however, 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 Analysis conducted by Jaguar corrosion specialists has identified this as a high time in service corrosion issue and it is unlikely that any of the affected vehicles have been in service for a sufficient length of time to exhibit levels of corrosion to be of concern. Customers are advised to be attentive to any noise from the PAS system on their vehicle and where they detect any change in PAS noise levels or signs of PAS fluid on the ground, they should be contact a Jaguar Authorized Repairer as soon as possible.

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