



MODEL
XF

DATE
12 JAN 2012

NUMBER
7-067USA

Service

ADMINISTRATION BULLETIN

Subject: Compliance Recall J025 (NHTSA # 11V604)

Jaguar Land Rover North America LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Compliance Recall on certain 2012 model year Jaguar XF vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

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

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$6,000.00 per vehicle.

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

AFFECTED VEHICLES

A total of 51 2012 model year XFR vehicles within the VIN range S25571 – S36004 are affected in the USA and Puerto Rico. See the list of affected VINs on page 3.

DESCRIPTION OF DEFECT

A potential compliance concern has been identified with the Certification Label fitted to certain 2012MY Jaguar XF vehicles. A number of vehicles have been manufactured with the Certification Label's Gross Vehicle Weight Rating (GVWR) stated in Kilograms and not Pounds.

AFFECT ON VEHICLE OPERATION

Where the Certification Label on the vehicle does not correspond with the GVWR for the vehicle, customers may unknowingly exceed the GVWR. Exceeding the GVWR of the vehicle can lead to loss of vehicle stability and increase the risk of a crash.

ACTION TO BE TAKEN

Retailers 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 late-January 2012.

△ NOTE: Retailers are advised that the use of vehicles within the affected VIN list 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 J025, *Compliance Recall: Incorrect Certification / Compliance Label*, for complete Repair Procedure, Parts information, and Warranty submission details.

STATUS CHECKING / VEHICLE IDENTIFICATION

Retailers 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 J025 Recall activity.

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	✓

PARTS SUPPLY

Retailers will receive VIN-specific labels to the attention of the Parts Manager for each affected vehicle directly from the UK. Labels should be held in a secure location until used to perform this recall.

Labels have been distributed based on records of vehicle wholesale. If due to subsequent retailer trades affected vehicles have moved location, retailers are kindly requested to mail the relevant label to the retailer who purchased the affected vehicle.

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 'J025' 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
J025	B	Replace Certification / Compliance Label	10.10.99	0.20	-	-
J025	C	Replace Certification / Compliance Label Drive in / drive out	10.10.99 10.10.10	0.20 0.10	-	-

Normal warranty policies and procedures apply

Affected Vehicle List

RETAILER CODE / NAME	VIN	RETAILER CODE / NAME	VIN
0078 Stevinson Imports, Inc.	S32284	5641 Warren Henry Jaguar	S29390
0486 Paretti Imports, Inc.	S31364	5662 Leith Jaguar	S32388
0517 British Motor Car Distrs, Ltd.	S31621	5668 Jaguar of Thousand Oaks	S25992
0517 British Motor Car Distrs, Ltd.	S28787	5671 Ken Garff Jaguar	S29514
0517 British Motor Car Distrs, Ltd.	S29777	5691 Jaguar of Sarasota	S29795
0518 San Jose British Motors	S32280	5697 Crown Jaguar	S33452
0518 San Jose British Motors	S26569	5703 Galpin Jaguar	S32964
5379 Jaguar Carlsbad	S29770	5703 Galpin Jaguar	S32966
5383 Jaguar Plano	S28780	5704 Jaguar of Puerto Rico	S35985
5387 Jaguar Orlando	S28297	5708 THE COLLECTION	S33732
5394 Jaguar Dallas	S35236	5709 Ray Catena Jaguar of Edison	S29453
5396 Jaguar Cincinnati	S32370	5725 Manhattan Jaguar/NYC	S33290
5398 Jaguar Greensboro	S36004	5741 Royal Jaguar Tucson	S32359
5447 Jaguar Houston Central	S25760	5744 Jaguar Huntington	S32905
5461 Jaguar Sacramento	S31968	5752 Jaguar Marin	S28360
5490 Jaguar Tysons Corner	S25755	5756 Imperial Motors Jaguar of Lake Bluff	S30118
5528 Jaguar Houston North	S28229	5758 Jaguar Mission Viejo	S27068
5528 Jaguar Houston North	S26640	5759 Bobby Rahal Jaguar	S29135
5536 Jaguar Naples	S32901	5763 Jaguar Ft. Myers	S33888
5537 Rusnak / Pasadena	S28579	5766 Nalley Jaguar	S32986
5554 Jaguar Langhorne	S25571	5768 Jaguar of Tampa	S31309
5563 Jaguar Southwest Houston	S27796	5782 Hornburg Jaguar Santa Monica	S32800
5563 Jaguar Southwest Houston	S30736	5782 Hornburg Jaguar Santa Monica	S27786
5581 Jaguar Palm Beach	S29932	5786 Jaguar North Scottsdale	S30951
5639 Barrett Jaguar	S33515	5797 Jaguar Annapolis	S31510
5639 Barrett Jaguar	S27687		

Compliance Recall J025 Sample Owner Letter

January 2012

RE: Compliance Recall J025 – Incorrect Certification / Compliance Label

Vehicle Affected: Jaguar XFR

Model Year: 2012

NHTSA Recall Number: 11V604

Dear Jaguar XFR 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 vehicle compliance, exists in certain 2012 model year Jaguar XFR vehicles. Your vehicle is included in this Recall action.

What is the concern?

A small number of vehicles have been manufactured with the incorrect value shown on the Certification Label's Gross Vehicle Warning Rating (GVWR) element of the label which is positioned on the outer 'A' post. Where the Certification Label on the vehicle does not correspond with the GVWR for the vehicle, customers may unknowingly exceed the GVWR. Exceeding the GVWR of the vehicle can lead to loss of vehicle stability and increase risk of a crash.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a voluntary recall of the vehicles mentioned above. An authorized Jaguar retailer will check and, if necessary, replace the Certification Label with the correct label. There will be no charge for this repair.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Recall Action J025 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 retailer 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 retailer, 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.

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 retailer, will strive to minimize any inconvenience to you caused by this campaign.

Sincerely

A handwritten signature in black ink, appearing to read 'SP Lutz', written in a cursive style.

Stephanie P. Lutz
Customer Experience Manager

sample

Compliance Recall J025

Technical Q & A

Main Message: A non-compliance issue has been identified with the Certification / Compliance Label fitted to certain US and Canadian 2012 model year Jaguar XFR vehicles. A number of vehicles have been manufactured with the Certification / Compliance Label's Gross Vehicle Weight Rating (GVWR) numerical value being a "Kilograms" value and not "Pounds" for US vehicles; and a "Pounds" value instead of "Kilograms" value for Canadian vehicles. Where a vehicle to this condition is identified, vehicles do not comply with the legislative requirements for the Certification / Compliance Label. Where the label on the vehicle does not correspond with the GVWR for the vehicle, customers may unknowingly exceed the GVWR. Exceeding the GVWR of the vehicle can lead to loss of vehicle stability and increase risk of a crash.

Q1 Why is Jaguar recalling certain XFR models?

A Jaguar Cars is conducting a compliance recall involving a small number of 2012 model year XFR vehicles to replace the Certification / Compliance Label to reflect the Gross Vehicle Weight Rating (GVWR) in the correct value (US - pounds; Canada - kilograms).

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

A Jaguar's manufacturing facility at Castle Bromwich (UK) identified a manufacturing concern where an incorrect numerical Certification / Compliance value was displayed in the GVWR on the Certification / Compliance Label fitted to certain 2012MY Jaguar XFR vehicles. For US vehicles, the Certification Label affixed to the affected vehicles does not show the correct numerical value of Certification for the GVWR. Vehicles were built with the label showing GVWR numerical Certifications as the "Kilograms" value rather than the "Pounds" value. For Canadian vehicles, the Compliance Label affixed to the affected vehicles, the numerical values shown were the "Pounds" value rather than the "Kilograms" value.

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

A Customers may inadvertently load the vehicle in excess of the correct GVWR for the vehicle, which in extreme cases could affect vehicle ride and handling.

Q4 Does this concern affect vehicle safety?

A Driving vehicles loaded in excess of the GVWR could in extreme cases have an adverse effect on vehicle ride and handling.

Q5 Has Jaguar received many complaints?

A Jaguar Cars has received no complaints for this issue

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 production plant audit and inspection processes

Q8 How long has Jaguar known about this problem?

A Jaguar became aware of this issue in late-December 2011.

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 vehicle. Jaguar carefully monitors the manufacture of production vehicles to ensure that any matters relating to compliance are rigorously maintained.

- Q10 What has Jaguar done in production?**
A A new corrected label has been introduced for vehicle build and audit inspection processes are being monitored to ensure correct installation.
- Q11 What will Authorized Repairers do to the vehicles?**
A Authorized Repairers will inspect the label affixed to the vehicle. If the label shows the incorrect GVWR numerical values, the incorrect label will be removed and a new label with the correct GVWR numerical values will be installed.
- Q12 Which vehicles are affected by this recall?**
A A small number of 2012MY XFR vehicles within the VIN range S25571 – S36004.
- 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 Parts are available.
- 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 XFR 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 retailer schedules, vehicles may be required for longer.
- Q18 Can I continue to drive my XFR vehicle safely until it has been recalled?**
A Customers are advised to ensure they do not load the vehicle in excess of the GVWR stated in the Technical Specifications section of the Owner's Handbook.
- Note: Please ensure that any Press enquiries are referred to the Jaguar Public Affairs office.**