



Safety Recall J037: Rear Sub-Frame Toe Link Nut and Washer Replacement

SERVICE BULLETIN

11-APR-14 | No.: 7-080USA | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES 7-077USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2013-2014 model year Jaguar XF, XJ, and XK vehicles imported into the United States market. Information relating to the proposed Safety 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 \$7,000.00 per vehicle.

This 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 297 2013-2014 model year Jaguar XF (XFR-S only; 70), XJ (XJR only; 201), and XK (XKR-S GT only; 26) vehicles in the USA are affected. The VIN ranges of affected vehicles are:

- XF (XFR-S only)S78410-U23570
- XJ (XJR only)V51872-V64843
- XK (XKR-S GT only)B51453-B52643

DESCRIPTION OF DEFECT

A concern has been identified where in the event of prolonged aggressive driving with frequent lateral and braking force inputs it is possible that the rear toe link will separate from the rear sub-frame. In this event, orientation of the affected rear wheel is lost and the wheel will cant inboard or outboard depending on the direction of vehicle turn.

EFFECT ON VEHICLE OPERATION

In a failed condition, vehicle stability will be compromised and degree of directional control minimized, this significantly increases the risk of an accident.

SERVICE PROGRAM / REWORK ACTION

Refer to Technical Bulletin J037NAS, *Safety Recall: Rear Sub-Frame Toe Link Nut and Washer Replacement*, for complete repair details. There will be no charge for this repair

ACTION TO BE TAKEN

Retailers are to check DDW to ensure a vehicle is affected by Program Code 'J037' and **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.

Certain XJR vehicles previously updated as part of Update Prior to Sale Notice UPS7513 (Program Code K207) are not affected by Safety Recall J037.

Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

PARTS


DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Toe Link Nut	C2D38498	2	100

 **NOTE:** * when ordering parts, order only the expected percentage demand of parts identified

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

 **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code 'J037' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the 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 / SUNDRY CODE	QTY. / VALUE
J037	B	Install new toe link nut	05.10.30	0.3	C2D38498	2
J037	C	Install new toe link nut Drive in/drive out	05.10.30 10.10.10	0.3 0.1	C2D38498 -	2 -

 **NOTE:** normal Warranty policies and procedures apply.

Safety Recall J037: Sample Owner Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXXXXX

April 2014

RE: Safety Recall J037 – Rear Sub-Frame Toe Link Nut and Washer Replacement

Vehicle Affected: Jaguar XFR-S, XJR, XKR-S GT

Model Year: 2013-2014

Dear Jaguar Owner,

This notice is sent to you in accordance with the requirements of the Federal Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in some 2013-2014 model year Jaguar XF (XFR-S only), XJ (XJR only), and XK (XKR-S GT only) vehicles. Your vehicle is included in this Recall action.

What is the concern?

In the event of prolonged aggressive driving with frequent lateral and braking force inputs it is possible that the rear toe link will separate from the rear sub-frame. In this event, orientation of the affected rear wheel is lost and the wheel will cant inboard or outboard depending on the direction of vehicle turn.

In a failed condition, vehicle stability will be compromised and degree of directional control minimized, this significantly increases the risk of an accident.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will replace the rear sub-frame toe link nuts and washers. 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 J037 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 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please 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 Centre 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 Centre
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 blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Experience Manager

Safety Recall J037: Technical Q & A

Main Message: A durability concern has been identified where in the event of prolonged aggressive driving with frequent lateral and braking force inputs it is possible that the rear toe link will separate from the rear sub-frame. Once separated, the orientation control of the affected rear wheel is lost and the wheel will cant inboard or outboard depending on the direction of vehicle turn. In this condition, vehicle stability will be compromised and the degree of directional control minimized.

Q 1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q 2 Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?

A Jaguar Land Rover is conducting a voluntary safety recall involving 2013 XFR-S and some 2014 Model Year XJR, XFR-S and XKR-S GT Jaguar vehicles due to a concern with the rear sub-frame toe link durability. In the event of significant and prolonged race style driving, with frequent lateral force inputs; it is possible that the rear toe link will separate from the rear sub-frame. In this event, orientation of the affected rear wheel is lost, which causes the vehicle stability to be compromised and degree of directional control minimized, this significantly increases the risk of an accident.

Q 3 Can you tell me more about what is wrong with the vehicles?

A Engineering investigations have identified that on these vehicles, the rear toe link to chassis joint may exceed the design specification under certain operating conditions. These conditions are associated with prolonged race style driving and with frequent lateral force inputs the rear sub frame toe link may fail.

Q 4 How would the customer become aware of potentially having this concern?

A In this event, orientation of the affected rear wheel is lost and vehicle stability is affected.

Q 5 Does this concern affect vehicle safety?

A Yes, in this condition, vehicle stability will be compromised and the degree of directional control minimized, this significantly increases the risk of an accident.

Q 6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any complaints of this issue.

Q 7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is not aware of any accidents, injuries or fires which have been attributed to this issue.

Q 8 How was the condition discovered?

A Jaguar Land Rover engineering reviewed Road Load Data (RLD) from actual physical vehicle testing during the design verification process for XJR 5.0L V8 vehicles. The RLD captured during this physical test differed to the engineering design assumptions used for XJR design and an investigation into increased loading commenced. The outcome of this detailed investigation was that the RLD assumptions used in the design of the Rear Sub-Frame Toe link joint for XJR did not represent the actual loads that could be experienced during the vehicle life. The RLD assumptions were also used in the design of XFR-S and XKR-S GT vehicles.

Q 9 How long has Jaguar Land Rover known about this problem?

A An investigation was opened by the Critical Concerns Review Group on the 18th November 2013.

- Q 10** 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 Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated. The diligence showed here demonstrates the responsible approach taken to ensure that where conditions such as this are revealed, Jaguar Land Rover proactively seeks to remedy them where required,
- Q 11** What has Jaguar Land Rover done in production?
- A** The correct specification of nut and washer assembly is now used on the production line.
- Q 12** What will Authorized Repairers do to the vehicles?
- A** Authorized Jaguar repairers will replace the toe link sub frame nut and washer assembly with a component of revised design.
- Q 13** Which vehicles are affected by this recall?
- A** 2013 Model Year XFR-S and certain 2014 Model Year Jaguar XFR-S, XJR, and XKR-S GT vehicles manufactured at Jaguar's Castle Bromwich (UK) manufacturing plant within the following VIN ranges and dates are potentially affected:
- XJR - SAJWA1EK3EMV51872 to SAJAA1439EMV64873 May 2013 to January 2014
- XFRS - SAJAC0911DMS65176 to SAJWA0KZ0EMU23570 November 2012 to January 2014
- XKRS-GT - SAJWA4HA2DMB51453 to SAJAC47S8EMB54244 March 2013 to December 2013
- Q 14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models are known to be affected by this condition, other than those listed on this document.
- Q 15** Are parts available to rework vehicles?
- A** Yes, parts are available for Jaguar Authorized repairers to conduct this repair.
- Q 16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q 17** How do I know if my Jaguar 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.
- Q 18** How long does it take for the vehicle 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 30 minutes. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q 19** Can I continue to drive my Jaguar vehicle safely until it has been recalled?
- A** Customers are advised to contact a Jaguar Authorized repairer should they have any concerns regarding the rear toe link sub frame.

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