



## Safety Recall J034 [NHTSA # 13V-341]: Engine Charge Air Cooler Hose Detachment - Update

## SERVICE BULLETIN

11-APR-14 | No.: 7-074USA | Section: RECALL | Market: USA  
[issue 2]

CHANGES ARE HIGHLIGHTED IN GRAY

*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 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.*

The model year and VIN range applicability has been expanded.

### AFFECTED VEHICLES

A total of 2,529 (previously 957) 2013-2014 model year Jaguar XF vehicles in the USA are affected. The VIN range of affected vehicles is S55275-U10449.

### DESCRIPTION

A concern has been identified where the Charge Air Cooler (CAC) hose may separate from the charge air cooler resonator assembly on 2013-2014 model year Jaguar XF 2.0L GTDi vehicles. In the event of detachment, the driver may hear a loud pop noise as the joint separates. Jaguar Land Rover has concluded that joint separation of the CAC assembly leads to engine cut out without warning and could potentially cause a crash.

### EFFECT ON VEHICLE OPERATION

Should engine cut out occur, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Power Assisted Steering (PAS) will also 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. The vehicle will not re-start.

### ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J034' 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.

Owner notification is expected to commence on or before the week of 5 May 2014.

**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.**

## SERVICE PROGRAM / REWORK ACTION

Retailers should refer to Technical Bulletin J034NAS, *Safety Recall: Engine Charge Air Cooler Hose Detachment*, for complete repair details.

Safety Recall J034 supersedes Update Prior to Sale UPS2613 (K178) and Service Bulletin 7-073USA with immediate effect.


## PARTS

No parts required

## TOOLS

Refer to Workshop Manual / Service Instruction for any required special 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.

Warranty claims must be submitted quoting Program Code 'J034' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can 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) | PART No. | QTY. / VALUE |
|--------------|-------------|---|----------------------|--------------|----------|--------------|
| J034         | B           | Clip is in the correct position - tighten clip  | 10.10.99             | 0.20         | -        | -            |
| J034         | C           | Clip is in the correct position - tighten clip<br>Drive in/drive out                        | 10.10.99<br>10.10.10 | 0.20<br>0.10 | -<br>-   | -<br>-       |
| J034         | D           | Incorrect position of the clip - reposition clip and tighten                                | 05.10.20             | 0.20         | -        | -            |
| J034         | E           | Incorrect position of the clip - reposition clip and tighten<br>Drive in/drive out          | 05.10.20<br>10.10.10 | 0.20<br>0.10 | -<br>-   | -<br>-       |
| J034         | F           | Incorrect position of the hose - reposition hose and clip and tighten                       | 18.91.51             | 0.20         | -        | -            |
| J034         | G           | Incorrect position of the hose - reposition hose and clip and tighten<br>Drive in/drive out | 18.91.51<br>10.10.10 | 0.20<br>0.10 | -<br>-   | -<br>-       |

*Normal Warranty policies and procedures apply*

# Safety Recall J034: Sample Owner Letter

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXXXXX

**April 2014**

**RE: Safety Recall J034 – Engine Charge Air Cooler Hose Detachment**

**Vehicle Affected: Jaguar XF**

**Model Year: 2013-2014**

**National Highway Traffic Safety Administration Recall Number: 13V-341**

**Dear Jaguar XF 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 which relates to motor vehicle safety exists in some 2013-2014 model year Jaguar XF vehicles. Your vehicle is included in this Recall action.

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

A concern has been identified where the Charge Air Cooler (CAC) hose may separate from the Charge Air Cooler resonator assembly on 2013-2014 model year Jaguar XF 2.0L GTDi vehicles. In the event of detachment, the driver may hear a loud pop noise as the joint separates. Jaguar Land Rover has concluded that joint separation of the CAC assembly leads to engine cut out without warning and could potentially cause a crash.

Should engine cut out occur, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Power Assisted Steering (PAS) will also 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. The vehicle will not re-start.

### **What will Jaguar and your Jaguar Retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will inspect the CAC assembly and ensure hose clip on the resonator hose is in the correct position and is torqued to the correct specification. 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 J034 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 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,



Peter Pochapsky  
Customer Experience Manager

## Safety Recall JO34: Technical Q & A

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**Main Message:** A concern has been identified where the engine Charge Air Cooler (CAC) hose can become detached from a resonator assembly. Should the CAC hose detach, the engine of the vehicle may cut out without any significant detectable warning signs

**Q1 Why is Jaguar recalling certain XF models?**

A Jaguar is conducting a voluntary safety recall involving certain 2013-2014 model year Jaguar XF 2.0L GTDi gasoline engine derivative vehicles. Customers will be asked to take their vehicles to an approved repairer to have the installation of the CAC hose inspected and where required re installed correctly.

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

A Engineering analysis of field reports of CAC hoses becoming detached, whilst the vehicle is being driven, has concluded that during the component suppliers manufacturing process the joint integrity may have become compromised. Further review of the component suppliers manufacturing assembly process has shown tolerance issues within the assembly tooling design can lead to insufficient clamp load being applied to the CAC hose to resonator joint by the securing clip.

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

A The engine can cut out if the CAC hose becomes detached from the resonator assembly. Typically this can occur under hard acceleration. 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 has received 87 field reports of this issue.

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

A Jaguar has attributed one low speed accident to this issue. There have been no reports of injuries relating to this concern of which Jaguar is aware.

**Q7 How was the condition discovered?**

A The condition was identified through Jaguar's dealer technical field reporting process.

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

A A pattern of reports started to emerge in May 2013.

**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 field data to ensure that any matters relating to safety and compliance are rigorously investigated.

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

A Production vehicles have CAC hose assemblies that have been manufactured with a revised manufacturing procedure ensuring that the joint to the resonator is assembled to design specification.

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

A Authorised Repairers will inspect the CAC hose to resonator securing clip for correct position and clamp load to ensure the installation is correct.

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

A Certain 2013-2014MY Jaguar XF 2.0L GTDi Gasoline engine vehicles manufactured at Jaguar's Castle Bromwich (UK) manufacturing plant within the following VIN ranges and dates are potentially affected: SAJWA0ES7DPS55275 to SAJWA0ESXEP10449; July 2012 to October 2013

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

A No other models are known to be affected by this condition.

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

A Parts are not required to conduct this repair.

**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 Jaguar XF vehicle is affected?**

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Authorised 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 minimise inconvenience to customers and is expected to take no longer than 15 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q18 Can I continue to drive my Jaguar XF 2.0L GTDi engine vehicle safely until it has been recalled?**

A Customers are advised to contact a Jaguar Authorised Repairer should they have any concerns relating to the installation of the CAC hose assembly on their vehicle.

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