



**SAFETY RECALL J044 [NHTSA # 14V-673]:  
ENGINE FRONT ANCILLARY FIXINGS**

**SERVICE  
BULLETIN**

28-OCT-14 | NO.: 7-091USA | SECTION: RECALL | MARKET: USA

**Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall of certain 2015 model year Jaguar F-TYPE (X152), XF (X250), and XJ (X351) vehicles imported into the United States market. Information relating to the Recall will be posted on the National Highway Traffic Safety Administration 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.**

**NOTE: Safety Recall J044 supersedes Update Prior to Sale UPS7514 (Program Code K262), as detailed in Service Bulletin 6-247NAS, with immediate effect.**

**AFFECTED VEHICLES**

A total of 272 2015 model year F-TYPE (X152), XF (X250), and XJ (X351) vehicles in the USA are potentially affected.

The VIN ranges of affected vehicles are:

- F-TYPE (X152) ..... SAJWA6BU3F8K17192 - SAJWA6DA1FMK17993
- XF (X250) ..... SAJWJ0FF2F8U48688 - SAJWJ0FF9F8U52012
- XJ (X351) ..... SAJWJ1CDXF8V76489 - SAJWJ2GD4F8V77542

**DESCRIPTION**

A potential issue has been identified on a limited number of 2015 model year F-TYPE (X152), XF (X250), and XJ (X351) vehicles with the assembly processes used in the installation of the Primary drive belt and associated front-of-engine components including the Power Steering pump and Generator fixings. Fixings relating to Primary drive belt idler and tensioners, as well as the air conditioning compressor mounting fixings, may become loose or detached, and lead to the Primary drive belt slipping or falling off. The Power Steering pump pulley may detach or the Battery Positive Cable fixing to Generator may become loose due to the fixings not being correctly installed.

**EFFECT ON VEHICLE OPERATION**

In the case of the Primary drive belt becoming loose or detached, or the Power Steering pump pulley detaching, the vehicle will lose its power assisted steering. Unassisted steering will still be available. Primary drive belt or Power Steering pump loss may provide certain warnings to the driver, including a battery warning on the Instrument Cluster. Loss of power assisted steering can lead to difficulty in steering and this could increase the risk of a vehicle crash. If the battery positive cable fixing is loose, it is possible that arcing can occur which could lead to thermal overload, melting, and /or combustion of the cable insulation. In this condition, there is an increased risk of underhood fire.

## SERVICE PROGRAM / REWORK ACTION

Vehicle owners will be notified and instructed to take their vehicle to a Jaguar retailer who will inspect the engine front ancillary fixings and ensure that all the fixings are properly threaded and torqued to the correct specification. There will be no charge to owners for this repair.

Refer to Technical Bulletin J044NAS: *Safety Recall: Engine Front Ancillary Fixings*, for detailed repair instructions.

## OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 23 December 2014.

## ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J044' and **HOLD** all affected new vehicles in your control and withhold them from onward distribution and sale 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.

**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

No parts required

## TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

## WARRANTY

**NOTE: Check DDW to ensure that a 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 'J044' 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 back into the workshop for this action alone to be undertaken.

Warranty claims date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
J044	B	Engine auxiliary component torque - Check	12.41.89	F-TYPE - 1.70 XF - 2.0L GTDi, 5.0L S/C V8 - 1.10 XF - 3.0L S/C V6 - RWD - 1.20 XJ - 3.0L S/C V6 - RWD - 1.20 XJ - 5.0L S/C V8 - 1.20
J044	C	Engine auxiliary component torque - Check	12.41.89	F-TYPE - 1.70 XF - 2.0L GTDi, 5.0L S/C V8 - 1.10 XF - 3.0L S/C V6 - RWD - 1.20 XJ - 3.0L S/C V6 - RWD - 1.20 XJ - 5.0L S/C V8 - 1.20
		Drive in/drive out	10.10.10	ALL - 0.10
J044	F	Engine auxiliary component torque - Check	12.41.89/01	XF - 3.0L S/C V6 - AWD - 1.50 XJ - 3.0L S/C V6 - AWD - 1.40
J044	G	Engine auxiliary component torque - Check	12.41.89/01	XF - 3.0L S/C V6 - AWD - 1.50 XJ - 3.0L S/C V6 - AWD - 1.40
		Drive in/drive out	10.10.10	ALL - 0.10

*Normal Warranty policies and procedures apply*

# SAFETY RECALL J044: SAMPLE OWNER LETTER

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

### **Safety Recall J044: ENGINE FRONT ANCILLARY FIXINGS**

**Vehicle Affected: Jaguar F-TYPE, XF, XJ**

**Model Year: 2015**

**National Highway Traffic Safety Administration Recall Number: 14V-673**

#### **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 2015 model year Jaguar F-TYPE, XF, and XJ vehicles.

Your vehicle is included in this Recall action.

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

A potential issue has been identified on a limited number of 2015 model year F-TYPE (X152), XF (X250), and XJ (X351) vehicles with the assembly processes used in the installation of the Primary drive belt and associated front-of-engine components including the Power Steering pump and Generator fixings. Fixings relating to Primary drive belt idler and tensioners, as well as the air conditioning compressor mounting fixings, may become loose or detached and lead to the Primary drive belt slipping or falling off. The Power Steering pump pulley may detach or the Battery Positive Cable fixing to Generator may become loose due to the fixings not being correctly installed.

In the case of the Primary drive belt becoming loose or detached, or the Power Steering pump pulley detaching, the vehicle will lose its power assisted steering. Unassisted steering will still be available. Primary drive belt or Power Steering pump loss may provide certain warnings to the driver, including a battery warning on the Instrument Cluster. Loss of power assisted steering can lead to difficulty in steering and this could increase the risk of a vehicle crash. If the battery positive cable fixing is loose, it is possible that arcing can occur which could lead to thermal overload, melting, and /or combustion of the cable insulation. In this condition, there is an increased risk of underhood fire.

#### **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 front ancillary fixings and ensure that all the fixings are torqued to the correct specification. Additionally, checks on the security of connectors will also be undertaken.

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 J044 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 two (2) hours, 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 JO44: TECHNICAL Q & A

**Main Message:** A concern has been identified with certain 2015 model year F-TYPE, XF, and XJ vehicles with the assembly processes used in the installation of the Primary drive belt and associated front of engine components including the Power Steering pump and generator fixings.

Fixings relating to primary drive belt idler and tensioners, as well as the air conditioning compressor mounting fixings, may become loose or detached and lead to the primary drive belt slipping or falling off. The Power Steering pump pulley may detach or the Battery Positive Cable fixing to Generator may become loose due to the fixings not being correctly installed.

**Q1** 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.

**Q2** Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?

**A** Engineering analysis revealed that all Primary drive and other Castle Bromwich vehicle assembly plant-installed engine fixings and certain other installation processes completed during the period of 14 August 2014 to 30 September 2014 may not be to the correct torque specification, incorrectly installed, or that the fixing may not be present at all.

**Q3** Can you tell me more about what is wrong with the vehicles?

**A** Fixings relating to Primary drive belt idler and tensioners as well as the air conditioning pump mounting fixings may become loose or detached and lead to the Primary drive belt slipping or falling off. The Power Steering Pump pulley may detach or the Battery Positive Cable fixing to Generator may become loose due to the fixings not being correctly installed.

**Q4** How would the customer become aware of potentially having this concern?

**A** In the case of the Primary drive belt becoming loose or detached, or the Power Steering pump pulley detaching, the vehicle will lose its power assisted steering. Unassisted steering will still be available. Primary drive belt or Power Steering pump loss may provide certain warnings to the driver including a battery warning on the instrument cluster. Loss of power assisted steering can lead to difficulty in steering. If the battery positive cable fixing is loose, it is possible that arcing will occur which could lead to thermal overload, melting, and /or combustion of the cable insulation. In this condition, there is an increased risk of underhood fire.

**Q5** Does this concern affect vehicle safety?

**A** Jaguar Land Rover is conducting this as a Safety Recall due to the effects these conditions can have on the operation of affected vehicles.

**Q6** Has Jaguar Land Rover Limited received many complaints?

**A** Jaguar Land Rover has received 15 field reports to date for this issue.

**Q7** Have there been any accidents or injuries?

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

**Q8** How was the condition discovered?

**A** The condition was highlighted through retailer field reports.

- Q9** How long has Jaguar Land Rover known about this problem?  
**A** This issue was made known on 30 September 2014.
- Q10** 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.
- Q11** What has Jaguar Land Rover done in production?  
**A** Production controls have now been re-established in the Castle Bromwich vehicle assembly plant.
- Q12** What will Authorized Repairers do to the vehicles?  
**A** Dealers will check the applied torque to a number of fixings and apply correct torque where required. Additionally, checks on the security of connectors will also be undertaken.
- Q13** Which vehicles are affected by this recall?  
**A** A number of 2015 model year F-TYPE, XF, and XJ vehicles manufactured at Jaguar's Castle Bromwich (UK) manufacturing plant between 14 August 2014 and 30 September 2014 within the following VIN range and dates are affected:
- F-TYPE (X152) ..... SAJWA6BU3F8**K17192** - SAJWA6DA1FM**K17993**
  - XF (X250) ..... SAJWJOFF2F8**U48688** - SAJWJOFF9F8**U52012**
  - XJ (X351) ..... SAJWJ1CDXF8**V76489** - SAJWJ2GD4F8**V77542**
- Q14** 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.
- Q15** Are parts available to rework vehicles?  
**A** Parts are not required to conduct this repair.
- Q16** How much will the recall cost Jaguar Land Rover?  
**A** Cost was not a factor in deciding to recall these vehicles.
- Q17** 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.
- Q18** 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 two (2) hours. Naturally, due to retailer schedules, vehicles may be required for longer.
- Q19** 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 their vehicles.

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