

## Jaguar Land Rover Recall J044

### 573.6 (c) (6) - Chronology of Events

During September, 2014 Jaguar Land Rover received 3 Electronic Product Quality Reports (EPQR) concerning loose and missing PAS pulley fixings. Engineering investigations identified that the engine preparation assembly line at Castle Bromwich vehicle assembly plant was operating without required controls in place.

Jaguar Land Rover commissioned modifications to the Jaguar engine assembly manufacturing lines during the plant summer shut down in July / August 2014 to streamline the preparation of engines into the vehicle assembly facility. The streamline activities were commissioned to utilize a one line build facility, due to be completed on August 14, 2014.

Due to delays in the construction of the facility, on August 18, 2014 when the manufacturing plant re-opened, manual procedures were deployed to support vehicle assembly. These manual procedures failed to ensure correct torque application of fixings installed to the engine ancillaries and to the installation of alternator battery positive cable.

The engine preparation processes were absent of required production controls and Jaguar Land Rover issued an Stop Shipment on September 30, 2014 to hold all vehicles from further movement. An Update Prior to Sale (UPS) was also issued to repair affected vehicles under the control of Jaguar Land Rover.

During the course of investigations a number of vehicles were identified as outside of plant control. Dealers were requested to inspect vehicles in their control while Jaguar Land Rover engineers assessed the effect on vehicle operation.

Engineering analysis during September and October 2014 on the affected vehicles revealed that all fixings completed during the time the manual procedures were in place may not be to the correct torque specification or that the fixing may not be present at all. Also the alternator battery positive cable connection may not be fully connected.

Jaguar Land Rover opened a Critical Concerns Review Group (CCRG) investigation on October 6, 2014 and engineering confirmed the that 5 field reports confirming loss of power assisted steering, related to the FEAD belt becoming loose or detached. The CCRG investigation was progressed to Jaguar Land Rover's Field Review Committee (FRC) for consideration.

The issues were reviewed by FRC on October 16, 2014. A further 10 field reports of loose fixings was reported. It was agreed that loss of power assisted steering and the risk of fire represented an unreasonable risk to safety and that a safety recall campaign should be completed.

Jaguar Land Rover has received 15 field reports relating to this concern.

There have been no reports of accidents, injuries or fires as a result of this concern.