



NON-COMPLIANCE RECALL J050 [NHTSA# 15V-037]: OCS HANDBOOK DESCRIPTION INCORRECT - UPDATE

SERVICE BULLETIN

17-FEB-15

NO.: 7-096USA
(issue 2)

SECTION: RECALL

MARKET: USA

THIS BULLETIN UPDATES 7-095USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Non-Compliance Recall on certain 2015 model year Jaguar XJ 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 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 1,346 vehicles are affected. The VIN range of affected vehicles is SAJW[REDACTED] - SAJWA[REDACTED] (select vehicles within this VIN range).

DESCRIPTION

A non-compliance issue has been identified on 2015 model year Jaguar XJ (X351) vehicles where the Owner's Handbook information, which details the functionality of the Airbag Status Indicator Lamp, has been incorrectly described. Operation of Occupant Classification Sensor (OCS) system is not affected; however, the description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation.

EFFECT ON VEHICLE OPERATION

Vehicles with Owner's Handbooks in this condition do not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208 - Occupant Crash Protection. An occupant that does not correctly understand airbag functionality may be at increased risk of injury in a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be mailed a handbook supplement to add to their Owner's Handbook. The supplement will correspond with the Occupant Classification Sensor (OCS) system operation.

Retailers will be sent a supply of the supplement to update unsold vehicles. A copy of the supplement, suitable for printing and including in vehicles, is attached while awaiting shipment.

There will be no charge to owners for this action.

Refer to Technical Bulletin J050NAS, *Non-Compliance Recall: Occupant Classification Sensor System Handbook Description Incorrect*, for complete repair details.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 13 March 2015. A Sample Owner Letter and Technical Q & A are included in this Service Bulletin.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure that the vehicle is affected by Program Code 'J050' and to **HOLD** only *affected* new vehicles in the above VIN range that are 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.

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 PART
Owner's Handbook Supplement	JSA 18 02 34 151	1	100

* - Owner's Handbook Supplements will be supplied to retailers free of charge to complete repairs of unsold vehicles. A copy of the supplement, suitable for printing and including in vehicles, is attached while awaiting shipment.

SPECIAL TOOLS

Refer to the Technical Bulletin noted above for any required special tools

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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 'J050' 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.

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 for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY CODE	QTY. / VALUE
J050	B	Add the handbook supplement into the Owner's Handbook	05.10.10	0.10	-	-
J050	C	Add the handbook supplement into the Owner's Handbook	05.10.10	0.10	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply

NON-COMPLIANCE RECALL J050: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXXXXX

Non-Compliance Recall J050: Occupant Classification Sensor Handbook Description Incorrect

Vehicle Affected: Jaguar XJ

Model Year: 2015

National Highway Traffic Safety Administration Recall Number: 15V-037

Dear Jaguar XJ 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 2015 model year Jaguar XJ vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208 'Occupant Crash Protection'. Your vehicle is included in this Recall action.

What is the concern?

The Owner's Handbook information, which details the functionality of the Airbag Status Indicator Lamp, has been incorrectly described. Operation of Occupant Classification Sensor (OCS) system is not affected; however, the description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation.

Vehicles with Owner's Handbooks in this condition do not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208 - Occupant Crash Protection. An occupant that does not correctly understand airbag functionality may be at increased risk of injury in a crash.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above.

There will be no charge for this repair.

What should you do?

Please place the enclosed Owner's Handbook Supplement with your vehicle's Owner's Handbook portfolio.

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 1-800-4JAGUAR (1-800-452-4827).

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 1-888-327-4236 (TTY: 1-800-424-9153), 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", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Experience Manager

NON-COMPLIANCE RECALL J050: TECHNICAL Q&A

Main Message: A non-compliance concern has been identified on 2015MY Jaguar XJ vehicles where the Owner's Handbook information, which details the functionality of the airbag status indicator lamp, has been incorrectly described. Operation of Occupant Classification Sensor system is not affected; however, the description of operation in the Owner's Handbook does not correspond with the actual airbag status indicator lamp operation.

Vehicles with Owner's Handbooks in this condition will not comply with the requirements of Canada Motor Vehicle Safety Standard (CMVSS) 208 - Occupant Restraint Systems in Frontal Impact (Canada) and Federal Motor Vehicle Safety Standard (FMVSS) 208 - Occupant Crash Protection (USA).

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 Vehicles with Owner's Handbooks in this condition will not comply with the requirements of Canada Motor Vehicle Safety Standard (CMVSS) 208 - Occupant Restraint Systems in Frontal Impact (Canada) and Federal Motor Vehicle Safety Standard (FMVSS) 208 - Occupant Crash Protection (USA).

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

A On 2015MY Jaguar XJ vehicles the Owner's Handbook information, which details the functionality of the airbag status indicator lamp, has been incorrectly described. Operation of Occupant Classification Sensor system is not affected; however, the description of operation in the Owner's Handbook does not correspond with the actual airbag status indicator lamp operation.

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

A Customers may notice that the airbag status indicator lamp operates differently to that described in the Owner's Handbook.

Q5 Does this concern affect vehicle safety?

A This is a compliance issue with regulatory requirements.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received reports of 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 Jaguar Land Rover was alerted to this issue through internal engineering sign-off processes.

Q9 How long has Jaguar Land Rover known about this problem?

A Jaguar Land Rover determined that this matter constituted a non-compliance with CMVSS208 and FMVSS208 in mid-January 2015.

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 Correct Owner's Handbook content has been added to the vehicle literature pack.

Q12 What is the repair for this issue?

A Jaguar Land Rover will mail to affected Owners a Handbook supplement and, for vehicles yet to be sold, provide this supplement to retailers to be inserted into unsold affected vehicles.

Q13 Which vehicles are affected by this recall?

A Certain Jaguar vehicles manufactured at Jaguar's (UK) manufacturing plants within the following VIN ranges and dates are potentially effected:

- XJ - SAJWA [REDACTED] -SAJWA [REDACTED]

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 Yes, the necessary parts are available for Jaguar authorized repairers 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 vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter and handbook supplement which should be added to the vehicle literature pack.

Q18 Can I continue to drive my 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.



XJ

OWNER'S HANDBOOK SUPPLEMENT

The following information replaces that provided in the XJ Owner's Handbook Publication
Part No. JJM 18 02 34 151.

Publication Part No. JSA 18 02 34 151

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Supplementary information

OCCUPANT SENSING

⚠ WARNING

Even with advanced air bags, children can be seriously injured or killed. Never place a child in any type of child restraint or booster seat in the front passenger seat. All children age 12 and under should always ride in the back seat.

The front passenger seat is fitted with an occupancy sensor system that determines if the seat is unoccupied, occupied by a person of low weight, a child seat or object, or is occupied by a heavier person or object.

The system consists of:

- A weight sensing pressure pad installed under the front passenger seat cushion.
The sensor measures downward pressure/weight on the seat cushion.
- A seat belt tension sensor, integrated into the anchor point of the front passenger seat belt.

The system will adjust the passenger air bag status and operate the status indicator as follows:

Occupancy status	Passenger air bag status	Status indicator display
Completely empty	Deactivated	No indication given*
Child restraint or low weight occupant/object	Deactivated	PASSENGER AIRBAG OFF**
Heavy occupant/object	Activated	No indication given

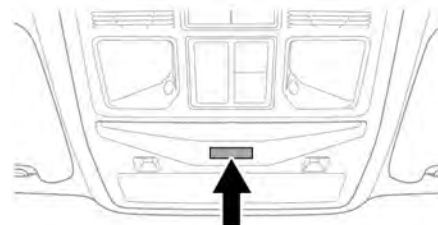
* It is possible to receive an intermittent indicator illumination with an empty seat. This is part of the system's adaptive behavior and does not affect the status of the front passenger air bags. However, if the indicator becomes permanently illuminated when the seat is empty and the seat belt is unbuckled, contact your Dealer/Authorized Repairer immediately.

** In some cases, a small child placed in a child seat may not activate the deactivation indicator. If this occurs, the front passenger air bag status will be as described for an empty seat.

- A control unit installed under the front passenger seat.
- An air bag status indicator lamp, mounted in the roof console.

⚠ WARNING

When checking the operational status of the front passenger air bag, make sure that the ignition is switched on.



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Supplementary information

The front passenger air bag is designed to provide supplementary protection to full sized adult occupants that are correctly seated and belted.

Deployment of the front passenger air bag is not always beneficial for small/lower weight occupants and could be harmful to children/infants in restraint systems. Jaguar vehicles are fitted with a sensing system (conforming to FMVSS 208) that automatically detects when deployment of the front passenger air bag would be unnecessary or potentially harmful. If the seat is occupied by a lower weight adult and air bag deployment is judged by the system to be unnecessary, the passenger air bag will be deactivated and the **PASS. AIR BAG OFF** symbol on the overhead console will be illuminated. An occupant weighing approximately 100 lbs (45.4 kg) is classified as a lower weight occupant, although, at this weight, with occupant movements and vehicle motion, the air bag activation/deactivation should be expected to switch states occasionally. This is not necessarily indicative of a system fault.

DANGER

Crash statistics show that children are safest when properly restrained in a child restraint system appropriate for their age and weight and secured in a rear seating position.

WARNING

Extreme hazard! Never place a rearward facing child restraint on the front passenger seat. The infant could be seriously injured or killed if the air bag deploys.

Note: The indicator will only illuminate when the ignition is on or the engine is running.