



**SAFETY RECALL J055 [NHTSA# 15V-569]:
STEERING GEAR SOFTWARE - UPDATE**

**SERVICE
BULLETIN**

21-SEP-15

NO.: 7-102USA

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 on one 2016 model year Jaguar F-TYPE vehicle imported into the United States market. Information relating to the 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 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.

THIS BULLETIN UPDATES 7-101USA

AFFECTED VEHICLES

A total of one vehicle is potentially affected. The VIN is SA [REDACTED]. The retailer is Jaguar Louisville (J5794)

DESCRIPTION

A concern has been identified on 2016 model year F-TYPE (X152) vehicles where the electric power steering system may still be set in the supplier's factory operating mode. In this condition, where another defect arises with the electric power steering system, the system will inappropriately operate. In certain circumstances, the vehicle may experience additional unexpected steering inputs from the electric power steering system. These additional system generated steering inputs may exceed the ability of a normal driver to control the consequences.

EFFECT ON VEHICLE OPERATION

With vehicles in this condition, the driver may lose vehicle control with no warning. This can increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

The retailer will be contacted by Jaguar Land Rover North America, LLC to schedule an appointment with the ePAS supplier to upload the correct ePAS software on the vehicle.

There will be no charge for this action.

OWNER NOTIFICATION

Owner notification is not necessary as the vehicle is currently unsold and in retailer stock.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**J055**) prior to undertaking any rework action.

Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the rework action.

Retailers are advised that the use of affected vehicles 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 the Technical Bulletin listed above for any required special tools

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program (J055) prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recall and 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.

Once the correct ePAS software has been confirmed as correctly installed, the necessary repair for this Safety Recall for this vehicle will be completed and the Safety Recall 'closed'.

Normal Warranty policies and procedures apply.

Main Message: a concern has been identified on 2016MY F-TYPE vehicles where the electric power steering system may still be set in the factory operating mode. In this condition, where another defect arises with the electric power steering system, the system will inappropriately operate. In certain circumstances the vehicle may experience additional unexpected steering inputs from the electric power steering system. These additional system generated steering inputs may exceed the ability of a normal driver to control the consequences. With vehicles in this condition the driver may lose vehicle control with no warning. This can increase the risk of a crash.

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 vehicles for this issue?

A In certain circumstances the vehicle may experience additional unexpected steering inputs from the electric power steering system. These additional system generated steering inputs may exceed the ability of a normal driver to control the consequences.

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

A The electric power steering system may still be set in the factory operating mode. In this condition, where another defect arises with the electric power steering system, the system will inappropriately operate.

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

A Where there is a defect in the electric power steering system AND the system is in Factory Mode, there may be additional unexpected steering inputs from the electric power steering system. These will be experienced by the driver through the steering wheel. These additional system generated steering inputs may exceed the ability of a normal driver to control the consequences.

Q5 Does this concern affect vehicle safety?

A Yes, this recall is being conducted as the issue does pose a possible safety hazard.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any customer complaint relating to 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 This issue was discovered during the introduction of F-TYPE 2016MY. Action was taken to correct the condition at that time however, a number of vehicles remain unrepaired and as a result this recall is being conducted.

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

A Jaguar Land Rover became aware of the unrepaired vehicle in late August 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 The supplier of the steering system (Bosch Automotive Steering) has implemented better controls where components are manufactured away from the standard production processes.

Q12 What is the repair for this issue?

A The electric steering system software will be inspected to determine version installed. If the system is still in Factory Mode the correct software will be downloaded. Alternatively, where the vehicle is not accessible to the supplier, the steering gear will be replaced with a steering gear which is correctly configured with the software set in Customer Mode.

Q13 Which vehicles are affected by this recall?

A One Jaguar F-TYPE (X152) vehicle manufactured at Jaguar Land Rover's (UK) manufacturing plants with the following VIN is potentially effected:

- F-TYPE (X152) SAJWJ6DL8**G**MK22885

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 and software are available for this rework.

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 The retailer with this affected vehicle will be contacted by Jaguar Land Rover North America, LLC shortly.

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 30 minutes. Naturally, due to retailer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Contact a Jaguar Authorized repairer should you have any concerns regarding this vehicle.

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