



NON-COMPLIANCE RECALL JO49 [NHTSA# 15V-038]: PARKING LIGHT ILLUMINATION

SERVICE BULLETIN

06-MAR-15 | No.: 7-099USA | 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 Non-Compliance Recall on certain 2012-2015 model year Jaguar XK 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.

[THIS BULLETIN UPDATES 7-094USA](#)

AFFECTED VEHICLES

A total of 4,787 XK (X150) vehicles are affected.

The VIN range of affected vehicles is SAJWA4GB2CLB43352-SAJWA4GB1FLB56792.

DESCRIPTION

A non-compliance issue has been identified on a limited number of 2012-2015 model year Jaguar XK (X150) vehicles where the front side lights, when used as parking lamps, will extinguish in error after approximately five (5) minutes.

Where the side lights are switched on with the ignition off, the front lights should remain illuminated (until the battery is exhausted). On these vehicles, the front side lights when operated in this manner will only remain on until the Central Junction Box (CJB) enters sleep mode. They will then turn off.

EFFECT ON VEHICLE OPERATION

Vehicles in this condition will not comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) 108 - Lamps, Reflective Devices, and Associated Equipment. Non-functioning parking lamps may increase the risk of a vehicle being involved in a crash.

SERVICE PROGRAM / REWORK ACTION

We are currently in the process of finalizing a robust repair procedure. A further communication will be sent detailing the necessary action required for affected vehicles.

Owners will be notified by mail and advised to contact a Jaguar retailer to schedule an appointment no earlier than 23 March 2015 to have their vehicle's Central Junction Box (CJB) updated to the latest software. Complete repair details, including the Service Instruction to update the CJB software, will be published in time to support vehicle repairs from this date.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 13 March 2015, in order to meet Federal requirements. A copy of this letter is attached.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (J049) 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Retailers are advised that the use of 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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

March 2015

RE: Non-Compliance Recall J049 – Parking Light Illumination

Vehicle Affected: Jaguar XK

Model Year: 2012-2015

National Highway Traffic Safety Administration Recall Number: 15V-038

Dear Jaguar XK 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 2012-2015 model year XK vehicles fail to conform to the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) 108 'Lamps, Reflective Devices, and Associated Equipment'.

Your vehicle is included in this Recall action.

What is the concern?

A non-compliance issue has been identified on a limited number of 2012-2015 model year Jaguar XK vehicles where the front side lights, when used as parking lamps, will extinguish in error after approximately five (5) minutes.

Where the side lights are switched on with the ignition off, the front lights should remain illuminated (until the battery is exhausted). On these vehicles, the front side lights when operated in this manner will only remain on until the Central Junction Box enters sleep mode. They will then turn off.

Vehicles in this condition will not comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) 108 'Lamps, Reflective Devices, and Associated Equipment'. Non-functioning parking lamps may increase the risk of a vehicle being involved in a crash.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will update your vehicle's Central Junction Box software to the latest level.

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 beginning the week of March 23, 2015, to have Recall Action J049 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 30 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.

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.

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), Option 9, and one of our representatives will be happy to assist you.

You may also contact Jaguar by email. Visit the website <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

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 program.

Sincerely,



Peter Pochapsky
Customer Experience Manager

NON-COMPLIANCE RECALL JO49: TECHNICAL Q & A

Main Message: A non-compliance concern has been identified on 2012-2015MY Jaguar XK vehicles where the front side lights, when used as parking lamps, will extinguish in error after approximately 5 minutes. Where the side lights are switched on with the ignition off, the front lights should remain illuminated (until the battery is exhausted).

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 Vehicles in this condition will not comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) 108 'Lamps, Reflective Devices, and Associated Equipment'.

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

A The front side lights will only remain on until the Central Junction Box (CJB) enters sleep mode. They will then turn off but should remain illuminated (until the battery is exhausted).

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

A Customers may observe where they have switched the side light on to act as parking lamps, the front lamps are not illuminated whereas the rear lamps are.

Q5 Does this concern affect vehicle safety?

A This is a compliance issue with regulatory and legal requirements.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received one 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 further condition discovered?

A Jaguar Land Rover was alerted to this concern through a UK Government agency enquiry.

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

A The issue was reported by the UK Government's Driver and Vehicle Standards Agency in the Autumn of 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 This vehicle line is now out of production.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized repairers will update the vehicles Central Junction Box (CJB) with the correct specification of software.

Q13 Which vehicles are affected by this recall?

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

- XK (X150) SAJWA4GB2CLB43352 - SAJWA4GB1FLB56792
..... 4 March 2011 - 20 March 2014

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 software will available by 23 March 2015 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 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 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 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