



## SAFETY RECALL J051 [NHTSA# 15V-091]: ENGINE CUTS OUT WHEN DRIVING

## SERVICE BULLETIN

02-MAR-15

NO.: 7-098USA

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 voluntary Safety Recall on certain 2013 model year Jaguar XF 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 7-097USA**

### AFFECTED VEHICLES

A total of 355 vehicles are potentially affected.

The VIN range of affected vehicles is SAJWA0JC2DMS61484-SAJWA0ES4DPS64029.

### DESCRIPTION OF DEFECT

This defect was originally reported to the National Highway Traffic Safety Administration (NHTSA) on 6 December 2012, and issued with campaign Program Code J028 (NHTSA# 12V-571). That defect remains the same for this campaign which now expands the original list of affected vehicles.

An issue has been identified on a limited number of 2013 model year Jaguar XF (X250) vehicles. The in-tank fuel pump is controlled by the Engine Control Module (ECM) via a Fuel Pump Driver Module (FPDM). The FPDM sources its power supply from an intelligent rear fuse box known as the Rear Junction Box (RJB). The RJB supplies power to the FPDM through a power Field Effect Transistor (FET). Investigation has shown that the in rush current drawn by the FPDM can on occasions reach 185 amps as opposed to a design specification of 30 amps. The FET has a 150 amps in rush current limit and should this limit be reached, the FET will shut off to prevent it from becoming damaged. The FET will reactivate over a number of cycles until the temperature of the FET eventually rises to a level that causes thermal shut down. Shutting down of the FET will cause the FPDM to shut down and the in-tank fuel pump will stop, causing fuel starvation to the engine.

### EFFECT ON VEHICLE OPERATION

If the vehicle experiences fuel starvation, it will cut out with minimal warning signs. Once the vehicle has cut out, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance, however foundation brakes continue to operate. Power Assisted Steering (PAS) will also be lost once the vehicle speed drops below the torque converter speed threshold; however the vehicle steering will remain functional with increased steering effort required. The vehicle may take up to 20 minutes before the engine can be re-started.

Fuel starvation to the engine leads to engine cut out with minimal warning and could potentially cause a crash.

### SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will inspect the vehicle for presence of the link lead. Where a link lead has been omitted, the retailer will install one to the original repair instructions.

There will be no charge to owners for this action.

## OWNER NOTIFICATION

Owner notification is expected to occur on or before 17 April 2015.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**J051**) 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.

Refer to Technical Bulletin J051NAS, *Safety Recall: Engine Cuts Outs When Driving*, for detailed repair instructions.

**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.**

## PARTS

\* - when ordering parts, order only the expected percentage demand of parts identified

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Link lead harness kit	C2Z26797	1	5

## 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 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 '**J051**' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought 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.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PARTS / SUNDRY CODE</b>	<b>QTY. / VALUE</b>
<b>J051</b>	<b>B</b>	Check that the link lead is installed; no further action	05.10.10	0.1	-	-
<b>J051</b>	<b>C</b>	Check that the link lead is installed; no further action Drive in/drive out	05.10.10 10.10.10	0.10 0.20	- -	- -
<b>J051</b>	<b>D</b>	Install the link lead to the rear junction box	86.94.78	0.4	C2Z26797	1
<b>J051</b>	<b>E</b>	Install the link lead to the rear junction box Drive in/drive out	86.94.78 10.10.10	0.40 0.20	C2Z26797 -	1 -

*Normal Warranty policies and procedures apply*

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

**Safety Recall J051**

**Vehicle Affected: Jaguar XF**

**Model Year: 2013**

**National Highway Traffic Safety Administration Recall Number: 15V-091**

**Dear Jaguar XF 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 defect relating to motor vehicle safety exists in certain 2013 model year Jaguar XF vehicles. Your vehicle is included in this Recall action.

**What is the concern?**

A concern has been identified whereby the in-tank electric fuel pump may not be correctly activated following a vehicle start up cycle. It is possible your vehicle may not start. However, should it start, it may subsequently cut-out when driving and re-start may not be immediate. Fuel starvation to the engine leads to engine cut out with minimal warning and could potentially cause a crash.

An engine stall without warning while driving may lead to a loss of motive power, a loss of power-assisted braking, and a loss of power-assisted steering. Each of these conditions may increase the risk of a vehicle 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 inspect the vehicle for the presence of a link lead electrical harness. Where the link lead electrical harness has been omitted, the retailer will install one.

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 J051 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.

**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,



Peter Pochapsky  
Customer Experience Manager

**Main Message: A concern has been identified with the electrical power supply to the in-tank fuel pump on certain gasoline engine 2013 model year Jaguar XF vehicles. The engine of the vehicle can be started and continue to operate as normal for a variable period of time. The engine will operate as normal until the engine fuel demand exceeds the ability for the high pressure fuel pump to supply fuel. The vehicle will experience fuel starvation and can then cut out without any detectable warning signs.**

**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 more Jaguar XF vehicles for this issue?**

**A** Investigations into field reports where the same symptoms as those covered by Safety Recall J028 were reported revealed that the vehicles included in these reports did not have the required link lead. Two of these vehicles were within the original VIN range for J028 recall. However, in-plant reports showed them to have been repaired prior to gate release.

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

**A** The in-tank fuel pump is controlled by the Engine Control Module (ECM) via a Fuel Pump Driver Module (FPDM). The FPDM sources its power supply from an intelligent rear fuse box known as the Rear Junction Box (RJB). The RJB supplies power to the FPDM through a power field effect transistor. Investigation has shown that the in rush current drawn by the FPDM can on occasions reach 185 amps as opposed to a design specification of 30 amps. The field effect transistor has a 150 amps in rush current limit, and should this limit be reached the field effect transistor will shut off to prevent it from becoming damaged. The field effect transistor will re-activate over a number of cycles until the temperature of the field effect transistor eventually rises to a level that causes thermal shut down. Shutting down of the field effect transistor will cause the FPDM to shut down and the in-tank fuel pump will stop, causing fuel starvation to the engine.

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

**A** If the vehicle experiences fuel starvation, it will cut out without any detectable warning signs. Once the vehicle has cut out, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Power steering will also be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional with increased steering effort required. The vehicle may take up to 20 minutes before the engine can be re-started.

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

**A** Jaguar Land Rover has determined that engine cut out at variable speed without any prior warning signs, could pose a risk to vehicle safety.

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

**A** Jaguar Land Rover has identified two (2) retailer field reports 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 further condition discovered?**

**A** This further issue was discovered through a dealer field reports which reported symptoms the same as those remedied by Safety Recall J028.

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

**A** Reports of this further issue were reviewed through 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 since Recall J028?**

**A** Certain vehicles within the original VIN range of Recall J028 were reported to have been reworked prior to Gate Release. However, based on the reports from the field, this information has been cast into doubt. As a precaution, vehicles reported to be reworked to the correct condition by plant actions are now being recalled.

**Q12 What will Authorized Repairers do to the vehicles?**

**A** Authorized repairers will inspect the vehicle for the presence of the link lead. Where a link lead has been omitted, the retailer will install one to the original repair instructions.

**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:

- XF (X250) ..... SAJWA0JC2DMS61484-SAJWA0ES4DPS64029  
..... 11 September 2012-8 October 2012

**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 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 dealer 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.*