



**SAFETY RECALL J061 [NHTSA # 16V-137]:
ACCESSORY DRIVE BELT IDLER PULLEY**

SERVICE BULLETIN

06-MAY-16 | NO.: 7-107USA | SEC.: RECALL | MKT.: USA
(issue 2)

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2013-2015 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 \$21,000.00 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 7-104USA

DESCRIPTION

A potential issue has been identified on a limited number of vehicles listed within the Affected Vehicle Range where a bolt retaining an engine accessory drive idler pulley may fail, leading to a loss of accessory drive.

AFFECTED VEHICLE RANGE

A total of 6,938 2013-2015 model year XF (X250; 2.0L GTDi only) vehicles are affected in the USA and Puerto Rico.

XF (X250; 2.0L GTDi only)

Model Year: 2013-2015

VIN: SAJWA0ES3DPS**51675**-SAJWA0FS7FPU**88784**

EFFECT ON VEHICLE OPERATION

Should a loss of accessory drive occur, the driver may experience battery charge warning lamp illumination, air conditioning failure, and engine overheat warnings through coolant pump loss of drive. They may also notice a Malfunction Indicator Light (MIL) on the Instrument Cluster followed by a loss of steering assistance; however, vehicle steering will remain functional with increased steering effort required, increasing the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Currently, there is insufficient stock of the necessary parts to complete repair to every vehicle affected by this Recall. Owners will be notified of this by mail and instructed to await a second letter advising them of when a sufficient supply of parts is available.

Sufficient parts stock to support Recall launch is expected to be available mid- to late-June 2016.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 2 May 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**JO61**) 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.

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.

A Technical Bulletin containing the necessary Parts, Warranty, and Service Instruction to complete vehicle repairs will be published once all these details are finalized and sufficient stock of new parts are available.

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

May 2016

Recall J061: Accessory Drive Belt Idler Pulley

**Vehicle Affected: Jaguar XF
Model Year: 2013-2015**

National Highway Traffic Safety Administration Recall Number: 16V-137

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 a defect relating to motor vehicle safety exists in certain 2013-2015 model year Jaguar XF vehicles fitted with the 2.0L GTDi engine.

Your vehicle is included in this Recall action.

What is the concern?

A bolt retaining an engine accessory drive belt idler pulley may fail, leading to a loss of accessory drive. As a result, the driver may experience battery charge warning lamp illumination, loss of air conditioning, and engine overheat warnings through coolant pump loss of drive. They may also notice a Malfunction Indicator Light (MIL) on the Instrument Cluster followed by a loss of steering assistance; however, vehicle steering will remain functional with increased steering effort required, increasing the risk of a crash.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. However, we currently do not have sufficient stock of the necessary components to repair your vehicle and are in the process of sourcing these components. This is scheduled to be completed by 27 June 2016.

Once these components are available, an authorized Jaguar retailer will replace the existing engine accessory drive belt idler pulley and bolt with components of revised design.

There will be no charge for this repair.

What should you do?

When you receive a follow-up notice, please contact your authorized Jaguar retailer to schedule an appointment to have Recall Action 'J061' 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized Jaguar Retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

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 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 07430-2327

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 Recall.

Sincerely,



Peter Pochapsky
Customer Relationship Centre Manager

SAFETY RECALL J061: TECHNICAL Q & A

Main Message: a concern has been identified with certain 2013-2015 model year Jaguar XF vehicles fitted with the 2.0L GTDi engine where a bolt retaining the accessory drive belt idler pulley may fail, leading to a loss of accessory drive. One of the consequences of this failure is loss of power steering which, if the driver experiences a sudden increase in steering effort, means they may not be able to react to a maneuver as quickly as required.

This could increase the risk of a vehicle 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 certain Jaguar vehicles?

A These vehicles are being recalled to have a new idler pulley and bolt installed.

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

A The idler pulley installed on vehicles included in this recall has a painted finish on the dust shields which are part of the pulley assembly. This paint will, over time, degrade, leading to reduced bolt clamp load. This reduced clamp load introduces a bending fatigue of the bolt due to the forces applied by the drive belt. Continued exposure to these forces, where the bolt clamp load is reduced, causes the bolt to fracture.

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

A The driver may see battery charge warning lamp illumination and engine overheat warnings, along with air conditioning failure.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover has determined that loss of power steering 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 received a number of field reports to date 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 condition discovered?

A The condition was originally highlighted through Authorized Repairer field reports.

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

A Investigation into this issue started in November 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 Introduction of electronic power steering removed the risk of loss of assisted steering as a result of this failure. Further, unpainted dust shields are now installed on idler pulleys for vehicles in current production.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized repairers will install a new idler pulley and bolt.

Q13 Which vehicles are affected by this recall?

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

- SAJWA0ES3DPS51675-SAJWA0FS7FPU88784

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 No, the necessary parts are not currently available for Jaguar authorized repairers to conduct this repair. It is expected that the necessary parts will be available by 27 June 2016.

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 Jaguar vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter advising them of this issue. Once the necessary parts are available, they will receive a second 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 Jaguar 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.