



**SAFETY RECALL J059 [NHTSA # 16V-187]:
AJ133 CRACKED FUEL PUMP FLANGE**

SERVICE BULLETIN

06-MAY-16 | NO.: 7-109USA | SEC.: RECALL | MKT.: 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 2010 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 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 7-105USA

DESCRIPTION

A potential issue has been identified on a limited number of vehicles listed in the *Affected Vehicle Range* where a fuel odor is present, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground.

AFFECTED VEHICLE RANGE

A total of 28 2010 model year XF (X250; 5.0L NA V8 and 5.0L SC V8 engines only) vehicles are affected in the USA and Puerto Rico.

XF (X250)

Model Year: 2010

VIN: SAJWA0HB1ALR43674-SAJWA0GB3ALR46304

EFFECT ON VEHICLE OPERATION

The driver may also experience fuel odor and in some circumstances, with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will replace the fuel outlet mounting flange with a component of revised design.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 20 May 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**J059**) 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.

Refer to Technical Bulletin J059NAS, *Safety Recall: AJ133 Cracked Fuel Pump Flange*, for detailed repair instructions.

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

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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS*
Fuel tank fuel outlet flange	C2D25076	1	100
Gasket	C2Z7361	1	100

TOOLS

Refer to the Technical Bulletin referred to above for any required 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 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.

Warranty claims must be submitted quoting Program Code '**J059**' 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
J059	B	Fuel tank fuel outlet flange renew	19.55.24	0.60	C2D25076 C2Z7361	1 1
		Read and clear DTCs	86.99.78	0.20	-	-

J059	C	Fuel tank fuel outlet flange renew	19.55.24	0.60	C2D25076	1
					C2Z7361	1
		Read and clear DTCs	86.99.78	0.20	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code '**J059**' and by click the 'Related Damage' radio button on the claim submission screen. Use Option Code '**X**' as detailed below and enter the cost to be reimbursed against the sundry code of '**ZZZ999**'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
J059	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

May 2016

Recall J059: AJ133 Cracked Fuel Pump Flange

Vehicle Affected: Jaguar XF
Model Year: 2010

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-187

Dear Jaguar 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 2010 model year XF vehicles fitted with the 5.0L NA V8 and 5.0L SC V8 engines only.

Your vehicle is included in this Recall action.

What is the concern?

Customers have reported fuel odor or liquid fuel on the ground. On investigation, retailer technicians are finding that the fuel outlet flange mounted in the fuel tank is cracked.

Where a crack is present in the flange, customers are most likely to detect this condition when the vehicle is static from the outside of the vehicle. In extreme circumstances there could be a pool of fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will replace the fuel outlet mounting flange with a component of revised design.

There will be no charge for this repair.

What should you do?

Contact your authorized Jaguar retailer to schedule an appointment to have Recall Action 'J059' 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 one hour, although your retailer may need your vehicle for a longer time due to service scheduling requirements. Jaguar requests that you please supply the vehicle to your Jaguar authorised retailer with the fuel tank below quarter full.

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 campaign.

Sincerely,



Peter Pochapsky
Customer Relationship Centre Manager

SAFETY RECALL J059: TECHNICAL Q & A

Main Message: a concern has been identified where the fuel outlet flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an Amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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 Jaguar Land Rover is conducting a voluntary safety recall involving certain 2010 Model Year Jaguar XF 5.0L Gasoline engine derivative vehicles built at the Castle Bromwich (UK) Assembly Plant. The affected vehicles were manufactured between September 2008 and January 2009.

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

A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas.

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

A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of reports related 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 The condition was identified through Jaguar Land Rover's retailer technical field reporting process.

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

A For these vehicles, the concern was first made known in mid-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 Production vehicles have now been fitted with revised fuel tank fuel outlet mounting flange assemblies with a modified flange to prevent stress cracking occurring.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized repairers will replace the fuel tank fuel outlet mounting flange and the fuel tank will be reassembled using a new fuel tank seal.

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:
- SAJWA0HB1AL**R43674**-SAJWA0GB3AL**R46304**
 - December 2008-April 2009

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 Jaguar vehicle is affected?

- A** All owners of potentially 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 one (1) hour. 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.