



**SAFETY RECALL J065 (NHTSA # 16V-229):
DRIVER AIRBAG MODULE**

SERVICE BULLETIN

04-MAY-16 | NO.: 7-108USA | 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 Safety Recall on certain 2009, 2011-2012, and 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 7-106USA

DESCRIPTION

A potential issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range where due to the absence of the chemical enhancer required for the second stage/high output deployment of the driver airbag, the second stage of the airbag will not deploy properly in certain high-speed crash conditions. This condition does not affect primary stage airbag deployment.

AFFECTED VEHICLE RANGE

A total of five vehicles are involved in the USA and Puerto Rico.

XF (X250)

| MODEL YEAR | VIN | LAST KNOWN SERVICING RETAILER |
|------------|-------------------|-------------------------------|
| 2009 | SAJWA06B39HR04683 | 5708 - THE COLLECTION |
| 2011 | SAJWA0HE1BMR98664 | 5383 - Jaguar Plano |
| 2012 | SAJWA0FB6CLS25107 | 5641 - Warren Henry Jaguar |
| 2012 | SAJWA0FB3CLS25159 | 5323 - Jaguar Nashville |
| 2015 | SAJWA0FS0FPU57294 | 0696 - Alpine Jaguar |

EFFECT ON VEHICLE OPERATION

If the vehicle is involved in a high-speed crash that triggers the second stage deployment of the driver frontal airbag, the second stage will not fill as fully as intended for this crash condition. This increases the risk of injury to the driver, particularly an unbelted driver.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will replace the driver airbag module.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 6 June 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**J065**) 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 J065NAS, *Safety Recall: Driver Airbag Module*, 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

NOTE: when ordering parts, only order based on the VINs listed.

| DESCRIPTION | PART No. / SUNDRY CODE | QTY. / VALUE* | VIN(S) REQUIRING PART | EXPECTED % OF VEHICLES REQUIRING PARTS* |
|----------------------|------------------------|---------------|----------------------------|---|
| Driver Airbag Module | C2Z17877AMS | 1 | R04683 | 100 |
| Driver Airbag Module | C2Z17877LEG | 1 | R98664 S25107 S25159 | 100 |
| Driver Airbag Module | C2Z28179LEG | 1 | U57294 | 100 |

TOOLS

Refer to the Technical Bulletin noted 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 '**J065**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back 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 W/APPLICABLE VIN | SRO | TIME (HOURS) | PART No. / SUNDRY CODE | QTY. / VALUE |
|--------------|-------------|---|----------------------|--------------|------------------------|--------------|
| J065 | B | Driver Airbag Module - Renew - R04683 | 76.73.39 | 0.10 | C2Z17877AMS | 1 |
| J065 | C | Driver Airbag Module - Renew - R04683 Drive in/drive out | 76.73.39 10.10.10 | 0.10 0.20 | C2Z17877AMS - | 1 - |
| J065 | D | Driver Airbag Module - Renew - U57294 | 76.73.39 | 0.10 | C2Z28179LEG | 1 |
| J065 | E | Driver Airbag Module - Renew - U57294 Drive in/drive out | 76.73.39 10.10.10 | 0.10 0.20 | C2Z28179LEG - | 1 - |
| J065 | F | Driver Airbag Module - Renew - R98664, S25107, S25159 | 76.73.39 | 0.10 | C2Z17877LEG | 1 |
| J065 | G | Driver Airbag Module - Renew - R98664, S25107, S25159 Drive in/drive out | 76.73.39 10.10.10 | 0.10 0.20 | C2Z17877LEG - | 1 - |

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 '**J065**' 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 (\$) |
|--------------|-------------|------------------------|--------------|------------------|----------------------------|
| J065 | 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.

SAFETY RECALL J065: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

June 2016

RE: Safety Recall J065: Driver Airbag Module

Vehicles Affected: XF

Model Year: 2009, 2011-2012, 2015

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-229

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 2009, 2011-2012, and 2015 model year XF vehicles

Your vehicle is included in this Recall action.

What is the concern?

Due to the absence of the chemical enhancer required for the second stage/high output deployment of the driver airbag, the second stage of the airbag will not deploy properly in certain high-speed crash conditions. This condition does not affect primary stage airbag deployment.

If the vehicle is involved in a high-speed crash that triggers the second stage deployment of the driver frontal airbag, the second stage will not fill as fully as intended for this crash condition. This increases the risk of injury to the driver, particularly an unbelted driver.

What will Jaguar and your Jaguar Retailer do?

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will replace the driver airbag module with one of the correct specification.

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 the update required under Program Code J065 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 20 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), 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 07430-2327

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 J065: TECHNICAL Q & A

Main Message: Jaguar Land Rover was informed by Key Safety Systems Inc. (KSS) of the risk of a safety defect with driver airbag supplied since 2008 for installation into certain Jaguar vehicles. The defect described in the KSS report is: ‘Due to the absence of the chemical enhancer required for the second stage/high output deployment of the driver airbag, the second stage of the airbag will not deploy properly in certain high speed crash conditions. This condition does not affect primary stage airbag deployment’.

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 KSS has determined that in the defective condition the driver airbag will not deploy properly in certain high speed crash conditions. If the vehicle is involved in a high speed crash that triggers the second stage deployment of the driver frontal airbag, the second stage will not fill as fully as intended for this crash condition. This increases the risk of injury to the driver, particularly unbelted drivers.

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

A KSS advised that due to the absence of the chemical enhancer required for the second stage/high output deployment of the driver airbag, the second stage of the airbag will not deploy properly in certain high speed crash conditions. This condition does not affect primary stage airbag deployment.

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

A Customers would not be aware of this potential defect.

Q5 Does this concern affect vehicle safety?

A KSS has determined that failure to properly deploy the driver airbag when required, could pose a risk to vehicle safety.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any complaints to date for this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any reports of accidents, injuries or fires.

Q8 How was the condition discovered?

A The condition was reported to Jaguar Land Rover by the component supplier, Key Safety Systems Inc.

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

A This issue was made known to Jaguar Land Rover in April 2016.

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 Jaguar Land Rover has no concerns with the overall reliability of vehicles. Jaguar Land Rover carefully monitors 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 affected vehicle line is now out of production, this part was installed on the prior XF model line (X250).

Q12 What will Authorized Repairers do to the vehicles?

A Authorized repairers will replace the driver airbag module with one of the correct specification.

Q13 Which vehicles are affected by this recall?

A Certain Jaguar XF (X250) vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants are affected. Their VINs are:

- SAJWA06B39HR04683
- SAJWA0HE1BMR98664
- SAJWA0FB6CLS25107
- SAJWA0FB3CLS25159
- SAJWA0FS0FPU57294

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models are known to be affected by this condition..

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 20 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.