



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

SERVICE BULLETIN

03-FEB-17

NO.: 7-111USA
(issue 2)

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 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 7-107USA
ISSUE '2' CHANGES ARE HIGHLIGHTED IN BLUE

DESCRIPTION OF ISSUE

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

AFFECTED VEHICLE RANGE

XF (X250; GTDi 2.0L petrol engine only)

Model Year: 2013-2015

VIN: SAJWA0ES3DPS51675-SAJWA0FS7FPU88784

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

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 an engine Malfunction Indicator Light (MIL) on the Instrument Cluster followed by a reduction in steering assistance; however vehicle steering will remain functional with increased steering effort required.

If the driver experiences a sudden increase in steering effort they may not be able to react to a maneuver as quickly as required. This could increase the risk of a vehicle crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Jaguar retailer who will replace the existing accessory drive belt pulley assembly with the latest design accessory drive belt pulley assembly and fixing.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 30 June 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

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.

PARTS

NOTE: order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO.	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Accessory drive belt idler pulley	C2D51409	1	100

TOOLS

Refer to the Technical Bulletin referenced 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 Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. 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)	PART NO. / SUNDRY CODE	QTY. / VALUE
J061	B	Renew the accessory drive belt idler pulley - Left	12.10.43	0.20	C2D51409	1

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
J061	C	Renew the accessory drive belt idler pulley - Left	12.10.43	0.20	C2D51409	1
		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 '**J061**' and by clicking 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 CODE	MISCELLANEOUS EXPENSE (\$)
J061	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 J061: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

June 2016

Recall J061: Accessory Drive Belt Idler Pulley

Vehicle Affected: Jaguar XF
Model Year: 2013-2015

National Highway Traffic Safety Administration (NHTSA) 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.

You may have previously received a letter regarding this Recall, advising you then of the need to obtain sufficient supply of parts to repair your vehicle. That supply has now been obtained and repairs may commence.

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 an engine 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. 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?

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 10 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 JO61: 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 Yes, the necessary parts are available.

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 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 10 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.