



SAFETY RECALL J077 [NHTSA # 16V-796]: GTDI UNDERFLOOR FUEL LINE INSTALLATION SERVICE BULLETIN

25-JAN-17

NO.: 7-118USA

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 7-114USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the installation of the fuel delivery line assembly does not meet the intended fuel delivery line clearances as stated in Jaguar Land Rover's design rule standard. This has resulted in insufficient clearance between the underfloor fuel delivery lines and vehicle under shield and body leading to a chafe condition.

AFFECTED VEHICLE RANGE

XF (X250; GTDi 2.0L Petrol only)

Model Year: 2013-2015

VIN: SAJWA0ES1DPS92130-SAJWA0FS7FPU88784

A total of 5,081 vehicles are potentially affected in the USA and Federalized Territories.

EFFECT ON VEHICLE OPERATION

The customer may detect a fuel smell inside the vehicle and when the vehicle is parked the customer may notice a pooling of fuel underneath 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 inspect the condition of the fuel delivery lines. On certain vehicles, the presence of an anti-abrasion sleeve will be checked. Where a sleeve is not present, the dealer will replace the fuel delivery line assembly for one that includes an anti-abrasion sleeve and install two additional clips to ensure the correct clearance is achieved.

If no chafing damage is noted on fuel lines with the anti-abrasive sleeve, the dealer will install two additional clips to ensure correct fuel delivery line clearances are maintained. If damage is noted, the

dealer will install a new fuel delivery line assembly and add two additional clips to ensure the correct clearance is achieved.

There will be no charge to owners for this repair. Customers who have paid for a repair of this defect will be subject to Jaguar Land Rover's reimbursement plan, dependant on certain terms and conditions.

OWNER NOTIFICATION

Initial owner notification occurred in December 2016. A second notification will occur on or before the week of 13 February 2017, advising them that the necessary parts and repair instructions are now available.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**J077**) 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. 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.

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.

Refer to Technical Bulletin J077NAS, *SAFETY RECALL: GTDi Underfloor Fuel Line Installation*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Clip	T4N4300	1	100
Clip	KDP109090	1	100
Fuel pipe	C2Z23405	1	36

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 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)	PARTS / SUNDRY CODE	QTY. / VALUE
J077	B	Fuel Pipe and Additional Clips - Installation - Vehicles without anti-abrasive sleeve or with fuel pipe chafe/damage	19.92.15	1.20	T4N4300	1
					KDP109090	1
					C2Z23405	1
J077	C	Fuel Pipe and Additional Clips - Installation - Vehicles without anti-abrasive sleeve or with fuel pipe chafe/damage	19.92.15	1.20	T4N4300	1
					KDP109090	1
		Drive in/drive out	10.10.10	0.20	-	-
J077	D	Inspect fuel pipe; fit clips to fuel line - Vehicles with anti-abrasive sleeve and without fuel pipe chafe/damage	19.92.11	0.40	T4N4300	1
					KDP109090	1
J077	E	Inspect fuel pipe; fit clips to fuel line - Vehicles with anti-abrasive sleeve and without fuel pipe chafe/damage	19.92.11	0.40	T4N4300	1
					KDP109090	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 '**J077**' 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 (\$)
J077	X	Re-imbusement 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 J077: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

February 2017

Safety Recall J077: GTDi Underfloor Fuel Line Installation

Vehicle Affected: Jaguar XF
Model Year: 2013-2015

National Highway Traffic Safety Administration Recall Number: 16V-796

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 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?

The underfloor fuel pipe assembly on the vehicles mentioned above does not meet the design clearances as stated in Jaguar Land Rover's design rule standard. This has resulted in insufficient clearance between the underfloor fuel pipes and the vehicle under shield and body leading to a chafe condition.

The customer may detect a fuel smell inside the vehicle and when the vehicle is parked the customer may notice a pooling of fuel underneath 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 inspect the condition of the fuel pipes, replace any that are damaged, and fit two additional clips to ensure the correct design clearance is achieved.

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 J077 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 1 hour and 15 minutes. Your retailer can provide you with a better estimate of the overall time for the service visit.

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 the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: jagweb@jaguarlandrover.com.

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 JO77: TECHNICAL Q & A

Main Message: an issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the installation of the fuel delivery line assembly does not meet the intended fuel delivery line clearances as stated in Jaguar Land Rover's design rule standard. This has resulted in insufficient clearance between the underfloor fuel delivery lines and vehicle under shield and body leading to a chafe condition.

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 has identified a concern with 2013-2015 MY Jaguar XF 2.0L GTDi vehicles, where the underfloor fuel delivery line clearances do not meet the required engineering standard. This has resulted in insufficient clearance between the underfloor fuel delivery lines to each other and vehicle under shield and body leading to a chafe condition and fuel leak.

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

A Where there are insufficient clearances between the underfloor fuel delivery lines and the vehicle under shield and body, a chafe condition may exist. In this condition, the customer may detect a fuel smell inside the vehicle and when the vehicle is parked the customer may notice a pooling of fuel underneath the vehicle, which in the presence of an ignition source could lead to a fire.

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

A The driver may detect a fuel smell inside the vehicle and when the vehicle is parked the customer may notice a pooling of fuel underneath the vehicle.

Q5 Does this concern affect vehicle safety?

A These vehicles are being recalled because of the risk of a safety defect.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received reports of this issue. Jaguar Land Rover has received 25 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 condition discovered?

A These vehicles are being recalled because of the risk of a safety defect.

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

A This issue was first known in August 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** 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** This vehicle line is now out of production.
- Q12** **What will Authorized Repairers do to the vehicles?**
- A** Authorized repairers will inspect the condition of the fuel delivery lines. On certain vehicles, the presence of an anti-abrasive sleeve will be checked. Where a sleeve is not present the retailer will replace the fuel delivery line assembly for one that includes an anti-abrasive sleeve and install two additional clips to ensure the correct clearance is achieved.
- If no chafing damage is noted on fuel lines with the anti-abrasive sleeve, the retailer will install two additional clips to ensure correct fuel delivery line clearances are maintained. If damage is noted, the retailer will install a new fuel delivery line assembly and add two additional clips to ensure the correct clearance is achieved.
- 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:
- SAJWA0ES1DPS92130-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 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 1.25 hours. Your retailer can provide you with a better estimate of the overall time for the service visit.
- 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.*