



## **SAFETY RECALL H009 [NHTSA # 17V153]: REAR SERVICE BULLETIN HALFSHAFT INCORRECTLY LABELLED**

20-APR-17

NO.: 7-126USA

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 2017 model year Jaguar F-PACE vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***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 7-124USA**

### **DESCRIPTION OF ISSUE**

An issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range which may have been fitted with an incorrect specification rear left-hand halfshaft.

### **AFFECTED VEHICLE RANGE**

F-PACE (X761)

Model Year: ..... 2017

VIN: ..... SADCK2BV3HA054429-SADCJ2BV2HA054568

A total of 25 vehicles are potentially affected in the USA and Federalized Territories.

See the Appendix 'A' for a list of affected vehicles and selling retailer.

### **EFFECT ON VEHICLE OPERATION**

Where a vehicle is fitted with an incorrect specification rear left-hand halfshaft the customer may experience underbody noise and/or notice an oil leak. In extreme cases, the halfshaft may detach from the differential and, as a result, the vehicle would lose drive.

Sudden loss of drive while the vehicle is in motion could increase the risk of a vehicle crash.

### **SERVICE PROGRAM / REWORK ACTION**

The Recall remedy is now available. Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will inspect and identify the rear left-hand halfshaft specification fitted. If the incorrect specification rear left-hand halfshaft is fitted, it will be replaced. If the correct specification rear left-hand halfshaft is fitted, no further action is required.

There will be no charge to owners for this action.

## OWNER NOTIFICATION

Owner notification is expected to occur on or before 01 May 2017.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by Program Code '**H009**' 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 H009NAS, *SAFETY RECALL: Rear Halfshaft Incorrectly Labelled*, 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 PERCENTAGE DEMAND
Halfshaft	T4A1810	1	29
Hub Nut	C2P12731	1	29
Link to Control Arm Nut	JDE12541	2	29
Link to Control Arm Bolt	C2P11385	2	29
Bolt to Upper Wishbone	T2H5903	1	29
Nut to Upper Wishbone	C2Z2224	1	29
Bolt to Wishbone Arm	T2H3774	1	29
Nut to Lower Wishbone	T2H3176	1	29
Cap Screw to Lower Wishbone	T2H3175	1	29
Oil Filler Plug	T2H13852	1	29
Oil Drain Plug	T2H13851	1	29
Differential Oil	C2P25272	1	29

## 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 parts information is 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
H009	A	Measure rear halfshaft	47.91.20	0.20	-	-
H009	B	Measure rear halfshaft	47.91.20	0.20	-	-
		Drive in/drive out	10.10.10	0.20	-	-
H009	C	Measure rear halfshaft	47.91.20	0.20	-	-
		Disengage and reengage transit mode	86.93.93	0.10	-	-
H009	D	Measure rear halfshaft	47.91.20	0.20	-	-
		Disengage and reengage transit mode	86.93.93	0.10	-	-
		Drive in/drive out	10.10.10	0.20	-	-
H009	E	Measure & replace rear halfshaft	47.91.21	1.0	T4A1810 C2P12731 JDE12541 C2P11385 T2H5903 C2Z2224 T2H3774 T2H3176 T2H3175	1 1 2 2 1 1 1 1 1
		Final Drive Unit - Drain and Refill	51.25.01	0.20	T2H13852 T2H13851 C2P25272	1 1 1
H009	F	Measure & replace rear halfshaft	47.91.21	1.0	T4A1810 C2P12731 JDE12541 C2P11385 T2H5903 C2Z2224 T2H3774 T2H3176 T2H3175	1 1 2 2 1 1 1 1 1
		Final Drive Unit - Drain and Refill	51.25.01	0.20	T2H13852 T2H13851 C2P25272	1 1 1
		Drive in/drive out	10.10.10	0.20	-	-

<b>H009</b>	<b>G</b>	Measure & replace rear halfshaft	47.91.21	1.0	T4A1810 C2P12731 JDE12541 C2P11385 T2H5903 C2Z2224 T2H3774 T2H3176 T2H3175	1 1 2 2 1 1 1 1 1
		Final Drive Unit - Drain and Refill	51.25.01	0.20	T2H13852 T2H13851 C2P25272	1 1 1
		Disengage and reengage transit mode	86.93.93	0.10	-	-
<b>H009</b>	<b>H</b>	Measure & replace rear halfshaft	47.91.21	1.0	T4A1810 C2P12731 JDE12541 C2P11385 T2H5903 C2Z2224 T2H3774 T2H3176 T2H3175	1 1 2 2 1 1 1 1 1
		Final Drive Unit - Drain and Refill	51.25.01	0.20	T2H13852 T2H13851 C2P25272	1 1 1
		Disengage and reengage transit mode	86.93.93	0.10	-	-
		Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*

**APPENDIX 'A': AFFECTED VIN LIST - SAFETY RECALL HO09**

VIN	LAST '6'	RETAILER NO. / NAME
SADCS2BV3HA054544	054544	0022 Haron Jaguar
SADCJ2BV3HA054496	054496	4008 Jake Kaplan's Ltd.
SADCS2BV5HA054514	054514	5302 Jaguar Paramus
SADCK2BV0HA054503	054503	5313 Jaguar Larchmont/New Rochelle
SADCJ2BV2HA054554	054554	5323 Jaguar Nashville
SADCK2BV2HA054521	054521	5337 Jaguar Morris County
SADCL2BV5HA054445	054445	5340 Jaguar Farmington Hills
SADCK2BVXHA054492	054492	5383 Jaguar Plano
SADCL2BV5HA054476	054476	5398 Jaguar Greensboro
SADCK2BV0HA054436	054436	5618 Hennessy Jaguar
SADCJ2BV0HA054441	054441	5653 Cole European
SADCJ2BV2HA054568	054568	5653 Cole European
SADCK2BV3HA054463	054463	5662 Jaguar Cary
SADCM2BV0HA054558	054558	5664 Jaguar Hunt Valley
SADCJ2BV4HA054507	054507	5697 Crown Jaguar
SADCK2BV9HA054547	054547	5703 Galpin Jaguar
SADCM2BV2HA054478	054478	5708 THE COLLECTION
SADCM2BV9HA054526	054526	5709 Ray Catena Jaguar of Edison
SADCK2BV3HA054429	054429	5730 Jaguar Monterey
SADCM2BVXHA054535	054535	5759 Bobby Rahal Jaguar
SADCL2BV0HA054482	054482	5774 Jaguar Westside
SADCL2BV3HA054511	054511	5776 Jaguar Bellevue
SADCJ2BV9HA054471	054471	5781 Hornburg Jaguar Los Angeles
SADCK2BV8HA054488	054488	5781 Hornburg Jaguar Los Angeles
SADCL2BV6HA054468	054468	5782 Hornburg Jaguar Santa Monica

## SAMPLE OWNER LETTER: RECALL H009

### IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

May 2017

#### Safety Recall H009: Rear Halfshaft Incorrectly Labelled

**Vehicle Affected:** Jaguar F-PACE  
**Model Year:** 2017

**National Highway Traffic Safety Administration Recall Number:** 17V153

#### Dear Jaguar F-PACE 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 2017 model year Jaguar F-PACE vehicles.

Your vehicle is included in this Recall action.

#### What is the concern?

An incorrect specification rear left-hand halfshaft may have been fitted to your vehicle. If so, the halfshaft may become disengaged, possibly leading to an increase in vehicle noise, an oil leak, and, in the event of complete joint disengagement, loss of drive.

Sudden loss of drive while the vehicle is in motion could increase the risk of a vehicle crash.

#### What will Jaguar and your authorized Jaguar retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will inspect and identify the rear left-hand halfshaft specification fitted. If the incorrect specification rear left-hand halfshaft is fitted, it will be replaced with one of the correct specification. If the correct specification rear left-hand halfshaft is fitted, no further action is required.

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 Safety Recall 'H009' 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. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within TEN days.

#### Moved or no longer own this Jaguar vehicle?

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?**

If 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), Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

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

If you are having difficulty getting your vehicle repaired in a reasonable time, without charge, or have any additional questions regarding this Safety Recall, you may contact the National Highway Traffic Safety Administration (NHTSA) by writing to:

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.

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program. Sincerely,



Peter Pochapsky  
Customer Relationship Centre Manager

## APPENDIX: AFFECTED VIN LIST - SAFETY RECALL HO09

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**Main Message: certain 2017 model year F-PACE vehicles may have been fitted with an incorrect specification rear left-hand halfshaft -- one specified for an XE vehicle instead of for an F-PACE vehicle. If so, the halfshaft may become disengaged, possibly leading to an increase in vehicle noise, an oil leak, and, in the event of complete joint disengagement, loss of drive.**

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please make sure Press enquiries are referred to the Jaguar Land Rover North America Press Office.

**Stuart Schorr**

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**Q2 Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?**

**A** The halfshaft may become disengaged, possibly leading to an increase in vehicle noise, an oil leak, and, in the event of complete joint disengagement, loss of drive.  
Sudden loss of drive while the vehicle is in motion could increase the risk of a vehicle crash.

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

**A** The rear halfshaft length is different with XE having a shorter shaft. Where an F-PACE vehicle is fitted with an XE rear halfshaft, the customer may experience underbody noise and/or notice an oil leak. In extreme cases, the halfshaft may detach from the differential and as a result, the vehicle would lose drive.

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

**A** Prior warnings include an increase in vehicle noise, an oil leak, and, in the event of complete joint disengagement, loss of drive.

**Q5 Does this concern affect vehicle safety?**

**A** Jaguar Land Rover is conducting this as a Safety Recall due to the effects this condition can have on the operation of affected vehicles.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** Jaguar Land Rover has received a small number of complaints to date relating 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 highlighted through dealer field reports.

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

**A** This issue was made known to Jaguar Land Rover in November 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 issue originated at the supplier of the halfshafts. They have introduced a further end of line check to positively confirm the part built is labelled correctly.

**Q12 What will an authorized Jaguar retailer do to the vehicles?**

**A** The retailer will inspect and identify if the incorrect rear halfshaft is fitted. If the incorrect rear halfshaft is fitted, it will be replaced with one of the correct specification. If the correct rear halfshaft is fitted no further action is required.

**Q13 Which vehicles are affected by this recall?**

**A** Certain Jaguar vehicles manufactured at Jaguar Land Rover's UK manufacturing plants within the following VIN range and manufactured on 13 April 2016 are potentially effected:  
- SADCK2BV3HA054429-SADCJ2BV2HA054568

**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 authorized Jaguar retailers 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 an authorized Jaguar retailer 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. 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 an authorized Jaguar retailer if they have any concerns regarding their vehicles.

**Note:** please make sure Press enquiries are referred to the Jaguar Land Rover North America Press Office.