



SAFETY RECALL H034 (NHTSA # 17V-394):
 INCORRECT RESTRAINTS CONTROL MODULE
 SOFTWARE

SERVICE BULLETIN

26-JUL-17

NO.: 7-135USA

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 2010-2011 model year Jaguar XJ 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 Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

THIS BULLETIN UPDATES 7-134 USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles listed in the Affected Vehicle Range where, when connected to the Jaguar Land Rover-approved diagnostic equipment and an update to the Restraints Control Module (RCM) is unsuccessfully undertaken, the RCM calibration may default to a pre-set condition.

AFFECTED VEHICLE RANGE

XJ (X351)

Model Year: 2010-2011

VIN: SAJWA2GE4AMV00047-SAJWA2GEBAMV00343

..... SAJWA2GE3BMV00591-SAJWA2GBOBLV11091

A total of 4,927 vehicles are potentially involved in the USA and Federalized Territories.

EFFECT ON VEHICLE OPERATION

In the event of a frontal impact of a sufficient severity to require the Supplementary Restraint System (SRS) to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection.

Failure of the airbags to deploy as required can lead to increased injuries to the occupants.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will update the Restraints Control Module to the latest software.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification will occur on or before 18 August 2017.

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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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 H034NAS, *SAFETY RECALL: Incorrect Restraints Control Module Software*, for detailed repair instructions.

PARTS

No parts required.

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 parts 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*
H034	A	Read Restraints Control Module (RCM) calibration number - no further action	86.98.51	0.10	-	-
H034	B	Read Restraints Control Module (RCM) calibration number - no further action Drive in/drive out	86.98.51 10.10.10	0.10 0.20	- -	- -
H034	C	Read Restraints Control Module (RCM) calibration number Configure Restraints Control Module - with diagnostic equipment already connected	86.98.51 86.99.69.01	0.10 0.10	- -	- -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
H034	D	Read Restraints Control Module (RCM) calibration number	86.98.51	0.10	-	-
		Configure Restraints Control Module - with diagnostic equipment already connected	86.99.69.01	0.10	-	-
		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 '**H034**' 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 (\$)
H034	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

August 2017

SAFETY RECALL H034: Incorrect Restraints Control Module Software

Vehicle Affected: Jaguar XJ
Model Year: 2010-2011

National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V-394

Dear Jaguar XJ 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 2010-2011 model year Jaguar XJ vehicles.

Your vehicle is included in this Recall action.

What is the concern?

When connected to the Jaguar Land Rover-approved diagnostic equipment and an update to the Restraints Control Module (RCM) is unsuccessfully undertaken, the calibration may default to a pre-set condition.

In the event of a frontal impact of a sufficient severity to require the Supplementary Restraint System (SRS) to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection.

Failure of the airbags to deploy as required can lead to increased injuries to the occupants.

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 update the Restraints Control Module to the latest software.

There will be no charge for this repair.

What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H034'**.

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 30 minutes, 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.

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: forward this notification to the lessee within 10 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?

Should you have any questions regarding this Program 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: jagweb1@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

If you are having difficulty getting your vehicle repaired in a reasonable time, without charge, or have any additional questions regarding this Urgent 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.

Jaguar appreciates your confidence in our product and wish to do everything we can retain that confidence. 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

TECHNICAL Q & A: SAFETY RECALL H034

Main Message: an issue has been identified on a limited number of Jaguar vehicles listed in the Affected Vehicle Range where, when connected to the Jaguar Land Rover-approved diagnostic equipment and an update to the Restraints Control Module (RCM) is unsuccessfully undertaken, the RCM calibration may default to a pre-set condition.

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

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr
Vice President, Communications & Public Affairs
Jaguar Land Rover North America, LLC
sschorr@jaguarlandrover.com
Office: +1-201-760-8561
Cell: +1-201-739-2964

Nathan Hoyt
Product Communications Manager
Jaguar Land Rover North America, LLC
nhoyt@jaguarlandrover.com
Office: +1-201-818-8316
Cell: +1-551-427-3199

Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A These vehicles are being recalled because this defect increases the risk of occupant injury in the event of an accident.

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

A When connected to Jaguar Land Rover approved diagnostic equipment and an update to the Restraints Control Module (RCM) is unsuccessfully undertaken, the calibration may default to a pre-set condition. In the event of a frontal impact of a sufficient severity to require the RCM to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection. Failure of the airbags to deploy as required can lead to increased injuries to the occupants.

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

A There is no warning in relation to this condition.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover is conducting this as this as a safety Recall.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has one Retailer field report relating to this matter.

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 a Retailer field report.

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

A This issue was first investigated in May 2017.

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 The default calibration now provided in the RCM is one which supports correct operation.

Q12 What will an authorized Jaguar retailers do to the vehicles?

A An authorized Jaguar retailer will update the RCM with the latest software.

Q13 Which vehicles are affected by this recall?

A The following vehicles are affected by this recall:

XJ (X351)

Model Year: 2010-2011

VIN: SAJWA2GE4AMV00047-SAJWA2GEBAMV00343

..... SAJWA2GE3BMV00591-SAJWA2GBOBLV11091

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

A No other models, other than those listed on this document, are known to be affected by this condition.

Q15 Are parts available to rework vehicles?

A Yes, the necessary software is 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 30 minutes. Due to retailer 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 should they have any concerns regarding their vehicles.