

SERVICE ACTION W003/W004 - TAKATA
AIRBAG RECALL INCENTIVE PROGRAM -
CLOSED



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USA

AFTERSALES BULLETIN
FEBRUARY 14, 2020

**NOTE: these incentive programs are now closed.
Retailers may submit eligible claims under these Program Codes until March 17, 2020.**

DESCRIPTION

As part of Jaguar Land Rover North America's ongoing commitment in repairing all vehicles affected by Safety Recall J069, J070, J071, J072 (Jaguar XF), P081, P082, P083, or P084 (Land Rover Range Rover), Takata Passenger Airbag, a customer incentive program has been implemented in accordance with the National Highway Traffic Safety Administration (NHTSA) instructions. Owners of affected vehicles who have not yet had their vehicle's passenger airbag module replaced will be eligible for a free engine oil and filter service at the time their vehicle's passenger airbag is replaced.

AFFECTED VEHICLE RANGE

Jaguar XF (X250) affected by Safety Recalls J069, J070, J071, or J072

Model Year: 2009-2015
VIN: R00023-U88784

Land Rover Range Rover (LM) affected by Safety Recalls P081, P082, P083, or P084

Model Year: 2007-2012
VIN: 233805-393631

ACTION TO BE TAKEN

NOTE: use the Jaguar Land Rover claims submission system/DDW to make sure that the vehicle is eligible for this program and one of the Safety Recalls noted above.

An authorized Jaguar or Land Rover retailer will renew the engine oil and filter. Use the Jaguar Land Rover claims submissions system/DDW to make sure that the vehicle is also eligible for Program Code J069, J070, J071, or J072 (Jaguar XF) or P081, P082, P083, or P084 (Land Rover Range Rover) prior to undertaking this service under this program.

PARTS - XF

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
Filter - Oil - GTDi 2.0L Petrol	C2Z32125	1
Plug - Oil drain - GTDi 2.0L Petrol	AJ813123	1
Oil - GTDi 2.0L Petrol	ZZZ001	\$37.51
Filter - Oil - V6 3.0L S/C Petrol	C2D3670	1
Plug - Oil drain - V6 3.0L S/C Petrol	AJ88461	1
Oil - V6 3.0L S/C Petrol	ZZZ001	\$57.13
Filter - Oil - V8 4.2L S/C; V8 4.2L Petrol	C2C41611	1
Plug - Oil drain - V8 4.2L S/C; V8 4.2L Petrol	NCE1850AB	1
Oil - V8 4.2L S/C; V8 4.2L Petrol	ZZZ001	\$45.40
Filter - Oil - V8 5.0L S/C; V8 5.0L Petrol	C2D3670	1
Oil - V8 5.0 S/C; V8 5.0L Petrol	ZZZ001	\$57.13

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

An allowance has been provided to cover the cost of the engine oil.

PARTS - Range Rover

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
Filter - Oil - V8 4.2L S/C; V8 4.4L Petrol	LR031439	1
Plug - Oil drain - V8 4.2L S/C; V8 4.4L Petrol	1013938	1
Oil - V8 4.2L S/C; V8 4.4L Petrol	ZZZ001	\$53.30
Filter - Oil - V8 5.0L S/C; V8 5.0L Petrol	LR011279	1
Oil - V8 5.0L S/C; V8 5.0L Petrol	ZZZ001	\$63.70

An allowance has been provided to cover the cost of the engine oil.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

REIMBURSEMENT INFORMATION

NOTE: use the [Jaguar Land Rover claims submissions system/DDW](#) to make sure that the vehicle is eligible for this program, and one of the Safety Recalls noted above, prior to undertaking this service.

If the vehicle is no longer eligible for one of the Safety Recalls noted above, contact jlrcamp@jaguarlandrover.com and request that Program Code W003/W004 be closed.

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.

Claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only.

Repair procedures are under constant review and therefore times and/or prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

XF

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY / VALUE
W003	A	Engine oil - Drain and refill - GTDi 2.0L Petrol	12.60.07	0.7	C2Z32125	1
					AJ813123	1
					ZZZ001	\$37.51
W003	B	Engine oil - Drain and refill - Top down service strategy - V6 3.0L S/C Petrol	12.60.07.80	0.4	C2D3670	1
					AJ88461	1
					ZZZ001	\$57.13
W003	D	Engine oil - Drain and refill - V8 4.2L S/C; V8 4.2L Petrol	12.60.07	0.4	C2C41611	1
					NCE1850AB	1
					ZZZ001	\$45.40
W003	E	Engine oil - Drain and refill - Top down service strategy - V8 5.0L S/C; V8 5.0L Petrol	12.60.07.80	0.4	C2D3670	1
					ZZZ001	\$57.13

An allowance has been provided to cover the cost of the engine oil.

Normal Warranty policies and procedures apply.

RANGE ROVER

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY / VALUE
W004	A	Engine oil - Drain and refill - V8 4.2L S/C; V8 4.4L Petrol	12.60.05	0.9	LR031439 1013938 ZZZ001	1 1 \$53.30
W004	B	Engine oil - Drain and refill - V8 5.0L S/C; V8 5.0L Petrol	12.60.05	0.8	LR011279 ZZZ001	1 \$63.07

An allowance has been provided to cover the cost the engine oil.

Normal Warranty policies and procedures apply.