



SAFETY RECALL H090 (NHTSA 18V112):
RESTRAINTS CONTROL MODULE (RCM)
CALIBRATION INCORRECT

SERVICE BULLETIN

08-MAR-18

NO.: 7-144USA

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 2018 model year Jaguar XF Sportbrake 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 7-143USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range with the calibration of the Supplementary Restraint System (SRS). The calibration of the Restraints Control Module (RCM) does not provide the correct airbag deployment signals in the event of a crash.

AFFECTED VEHICLE RANGE

XF (X260; Sportbrake)

Model Year: 2018

VIN: SAJBM2FV9JCY56880-SAJBP2FV6JCY67245

A total of 307 vehicles are affected in the USA and Federalized Territories. Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 01 March 2018).

EFFECT ON VEHICLE OPERATION

Vehicles may not meet some of the frontal airbag protection requirements in certain low speed impact scenarios. In the event of a vehicle crash, the Supplementary Restraint System may not provide the level of protection required to the driver and front passenger seat occupant, leading to an increased risk of injury.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will download the correct software to the vehicle.

There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owners will receive a notification by mail on or before 06 April 2018.

Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, NJ 07430

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to ensure that the vehicle is affected by Program Code 'H090' 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. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin H090NAS, *SAFETY RECALL: Restraints Control Module (RCM) Calibration Incorrect*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system 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.

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*
H090	B	Configure Restraints Control Module (RCM)	86.95.02	0.2	-	-
H090	C	Configure Restraints Control Module (RCM)	86.95.02	0.2	-	-
		Drive In/Drive Out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJBXXXXXJXXXXXXX

March 2018

SAFETY RECALL H0090: Restraints Control Module (RCM) Calibration Incorrect

**Vehicle Affected: Jaguar XF Sportbrake
Model Year: 2018**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V112

Dear Jaguar XF Sportbrake Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2018 model year Jaguar XF Sportbrake vehicles.

Your vehicle is included in this Recall action.

What is the concern?

The calibration of the Supplementary Restraint System (SRS) Restraints Control Module (RCM) does not provide the correct airbag deployment signals in the event of a crash. Vehicles may not meet some of the frontal airbag protection requirements in certain low speed impact scenarios.

In the event of a vehicle crash, the Supplementary Restraint System may not provide the level of protection required to the driver and front passenger seat occupant, leading to an increased risk of injury.

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 (RCM) software to the correct specification for your vehicle.

There will be no charge for this repair under this program.

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 **'H090'**.

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.

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?

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, 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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle's Restraints Control Module (RCM) software updated to the correct specification without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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 H090

Main Message: An issue has been identified with the Supplementary Restraints System (SRS) calibrations on certain 2018MY Jaguar XF Sportbrake vehicles. The calibrations loaded do not provide the correct deployment signals in the event of a crash. Vehicles in this condition may not meet some of the front occupant protection requirements in certain low speed impact scenarios.

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

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Product Communications Manager
Jaguar Land Rover North America, LLC
nhoyt@jaguarlandrover.com
Office: +1-201-818-8316
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Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A These vehicles are being recalled because this defect, incorrect SRS calibration, may increase the risk of front seat occupant injury in certain low speed crash events.

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

A Vehicles have been released for sale where the SRS calibration is incorrect. Although at higher speeds, the SRS system will perform as required, where a lower speed crash occurs, the SRS system may not deploy one or both of the frontal airbags when a deployment is warranted or the time to fire is delayed excessively.

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

A There is no advanced warning of this condition.

Q5 Does this concern affect vehicle safety?

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

Q6 Has Jaguar Land Rover Limited received many complaints?

A There have been no complaints related to this issue of which Jaguar Land Rover is aware.

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 internal Engineering reviews.

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

A This issue started to be investigated in January 2018.

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 correct, as intended SRS software with correct calibrations is now being uploaded to vehicles during the manufacturing process.

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

A Authorized Jaguar retailers will update the Restraint Control Module software to the correct specification for your vehicle.

Q13 Which vehicles are affected by this recall?

A The following Jaguar vehicles are affected:
2018MY XF Sportbrake (SAJBM2FV9JCY56880-SAJBP2FV6JCY67245) manufactured between 13 October 2017 and 14 December 2017.

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/software 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 if they have any concerns regarding their vehicles.