

SAFETY RECALL H294 (NHTSA 20V-557) -  
RESTRAINTS CONTROL MODULE (RCM) -  
INCORRECT CALIBRATION INSTALLED



NAS20.10.003 | RECALL

USA

AFTERSALES BULLETIN

OCTOBER 1, 2020

***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 2010-2011 and 2017 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 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 \$22,329.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover 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.***

#### **DESCRIPTION OF DEFECT**

An issue has been identified on certain Jaguar vehicles within the Affected Vehicle Range where, when connected to the Jaguar Land Rover-approved diagnostic equipment (Symptom Driven Diagnostics [SDD]) and a software update to the Restraints Control Module (RCM) is not successful, the calibration may default to a pre-set condition.

#### **AFFECTED VEHICLE RANGE**

XJ (X351)

Model Year: ..... 2010-2011; 2017

VIN: ..... SAJWA1GE3AMV00048-SAJWA1GE5AMV00049

..... SAJWA2GB3BLV01848-SAJWA1JCXBMV10374

..... SAJWA2G79H8W05767

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

A total of 12 vehicles are potentially involved in the USA and Federalized Territories.

#### **EFFECT ON VEHICLE OPERATION**

In the event of a frontal impact of enough 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.

#### **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 RCM software to the latest level.

There will be no charge to owners for this action.

#### **OWNER NOTIFICATION**

Owner notification is expected to occur on or before November 6, 2020.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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. 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 H294NAS, *SAFETY RECALL: Restraints Control Module (RCM) - Incorrect Calibration Installed*, 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 make sure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure 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. Use 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)
H294	A	Configure existing module - Restraints Control Module (RCM)	86.99.89	0.2
H294	B	Configure existing module - Restraints Control Module (RCM)	86.99.89	0.2
		Drive in/drive out	10.10.10	0.2

*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 Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'H294' 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 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
<b>H294</b>	<b>X</b>	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 Program 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 SAJWXXXXXXXXXXXXX

November 2020

**SAFETY RECALL H294: Restraints Control Module (RCM) - Incorrect Calibration Installed**

**Vehicle Affected: Jaguar XJ**  
**Model Year: 2010-2011; 2017**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-557**

**Dear Jaguar XJ Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has determined that a defect relating to motor vehicle safety exists in certain 2010-2011 and 2017 model year Jaguar XJ vehicles.

Your vehicle is included in this Recall action.

**What is the concern?**

If a software update to the Restraints Control Module (RCM) is not successful, the calibration may default to a pre-set condition. In the event of a frontal impact of enough 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 in the event of a 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 update the RCM software to the latest level.

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 **'H294'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within 10 days.

**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.

**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 Center at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto: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 Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied 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,



Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL H294

---

**Main Message:** an issue has been identified on certain Jaguar vehicles within the Affected Vehicle Range where, when connected to the Jaguar Land Rover-approved diagnostic equipment (Symptom Driven Diagnostics [SDD]) and an update to the Restraints Control Module (RCM) is not successful, the 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 make sure 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](mailto:sschorr@jaguarlandrover.com)

Office: +1-201-760-8561 Cell: +1-201-739-2964

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

**A** In the event of a frontal impact of enough 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

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

**A** During an update to the vehicle's RCM, should the software download to the vehicle not complete correctly, for any reason, the RCM will revert to a default level calibration. This default level calibration will cause the SRS system to deploy at higher thresholds that exceed those which provide the required occupant protection.

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

**A** Customers will not be aware of this concern; there is no warning that this issue exists on vehicles affected.

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

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

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

**A** No, Jaguar Land Rover has not received many complaints.

**Q7 Have there been any accidents, fires, or injuries?**

**A** Jaguar Land Rover is not aware of any accidents, fires, or injuries which have been attributed to this issue.

**Q8 How was the condition discovered?**

**A** An investigation was opened on May 5, 2020, following a report from a Jaguar Land Rover retailer where they found that after updating the RCM software, the calibration part numbers did not match.

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

**A** The investigation was opened on May 5, 2020.

**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 make sure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

**A** This vehicle is no longer in production.

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

**A** Authorized Jaguar retailers will update the RCM software to the latest level.

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

**A** The following Jaguar vehicles are affected:  
XJ (X351)  
Model Year: ..... 2010-2011; 2017  
VIN: ..... SAJWA1GE3AMV00048-SAJWA1GE5AMV00049  
..... SAJWA2GB3BLV01848-SAJWA1JCXBMV10374  
..... SAJWA2G79H8W05767

**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 should they have any concerns regarding their vehicles.