

H283NAS2  
**TECHNICAL BULLETIN**  
 15 SEP 2021



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

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**SECTION:**

310-01

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**SUBJECT/CONCERN:**

SAFETY RECALL: Fuel Tank Outlet Flange

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**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
XF (X250)	2010	R46314-R73338	V8 N/A 4.2L Petrol

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**MARKETS:**

CANADA, USA

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**CONDITION SUMMARY:**

**SITUATION:**

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where fuel odor has been reported, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminates, and occasionally liquid fuel is on the ground. On investigation, technicians are finding that the fuel outlet flange mounted in the fuel tank is cracked.

The driver may also experience fuel odor and in some circumstances, with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

**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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

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

**PARTS INFORMATION:****NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalogue (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Fuel tank outlet flange	C2D25076	1	100
Fuel tank outlet flange - O-ring	C2Z7361	1	100

**WARRANTY INFORMATION:**

**NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open 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 at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. 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 back 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)	PART NUMBER	QUANTITY
H283	A	Fuel tank outlet flange - Renew	19.55.24	0.6	C2D25076	1
					C2Z7361	1
		Read and clear Diagnostic Trouble Code(s) (DTC)	85.18.06	0.2	-	-
H283	B	Fuel tank outlet flange - Renew	19.55.24	0.6	C2D25076	1
					C2Z7361	1
		Read and clear <u>DTC</u> Drive in/drive out	85.18.06 10.10.10	0.2 0.2	- -	- -

Normal Warranty policies and procedures apply.

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### CUSTOMER REIMBURSEMENT AND RELATED DAMAGE PROCESS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside 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.

The related damage procedure should also be used to reimburse retailers for any additional ancillary parts or service operations not listed in this bulletin that were required to complete the repair.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code H283 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	SUNDRY	VALUE
H283	X	Reimbursement to owner	N/A	N/A	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action H283 are included in this process. Only one claim per vehicle for related damages will be accepted.

#### SERVICE INSTRUCTION:

#### NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1.

#### NOTE:

The fuel pump fuse is F25, located in the luggage compartment junction box (for further information, refer to the Owner's Manual).

Remove and discard the fuel tank outlet flange, (see TOPIx workshop manual section 310-01: Removal and Installation - Fuel Pump Driver Module). Complete removal steps 1 to 9.

2.

**NOTE:**

Make sure to install a new fuel tank outlet flange O-ring.

Install the new fuel tank outlet flange, (see TOPIx workshop manual section 310- 01: Removal and Installation - Fuel Pump Driver Module). Reverse removal steps 1 to 9.

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3. Use the Jaguar Land Rover-approved diagnostic equipment to read and clear any stored **DTC**.