

# TECHNICAL BULLETIN

UPS0911-4bNAS4

17-DEC-12



ISSUE '4' CHANGES ARE LIMITED TO THE EXTENSION OF THE EXPIRY DATE  
THIS UPDATE PRIOR TO SALE NOTICE IS VALID FOR A LIMITED TIME ONLY AND  
WILL EXPIRE ON 20 APRIL 2013

## **SECTION: 413**

### **Update Prior to Sale: Instrument Cluster Telltales (NHTSA #11V-239)**

#### **AFFECTED VEHICLE RANGE:**

XJ (X351)

VIN: V00047 - V20095 (USA vehicles only)  
Model Year: 2010 - 2011

#### **CONDITION SUMMARY:**

**Situation:** Jaguar has detected a non-compliance with Federal Motor Vehicle Safety Standard (FMVSS) 101 – Controls and Displays on all 2010 and certain 2011 model year Jaguar XJ vehicles within the above VIN range. Vehicles within this range will be found to display the instrument cluster telltales used for Brake Warning, Park Brake Warning, and Antilock Braking System (ABS) failure warnings as specified by the International Organization for Standardization (ISO) rather than the FMVSS101 compliant telltales.

Jaguar Land Rover North America, LLC has informed the National Highway Transportation Safety Administration (NHTSA) of this non-compliance on 2010-2011MY XJ vehicles imported into the United States Market. Information relating to this non-compliance may be posted on the NHTSA web site.

US Federal regulations require that retailers must be advised of this non-compliance within three (3) working days after government notification.

Jaguar is filing a petition for inconsequential non-compliance and therefore no compliance recall has been announced.

**U.S. Federal law requires Dealers ensure unsold vehicles are compliant before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a Dealer could result in a civil penalty of up to \$6,000 per vehicle.**

***This Bulletin serves as notification to all Jaguar retailers in the United States and Puerto Rico that any new affected vehicles may not be delivered for customer use until the non-compliance is removed.***

**Action:** Retailers are required to **HOLD** all affected new vehicles in your control and withhold them from onward distribution and sale pending completion of the rework action. Refer to the Repair Procedure outlined below to update the Car Configuration File (CCF). For vehicles in retailer inventory, this rework action should where possible be performed as part of the Pre-Delivery Inspection (PDI) and must be completed prior to vehicle handover to the customer.

Some vehicles will have been reworked at either the factory or the port of entry prior to arrival at US retailers.

**Please ensure that you check DDW to ensure the vehicle is affected by this program prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected and un-repaired.**

Vehicles already in the hands of owners can be updated as required in order to minimize any customer inconvenience and to align the vehicle with the Owner's Handbook. At the time of customer appointment, ensure that all outstanding service campaigns for each individual vehicle are identified and allocate sufficient time and resources to complete all campaigns.

#### **PARTS:**

**No parts required**

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.

## **TOOLS:**

IDS with latest IDS-DVD **and** Calibration File; first available on SDD-DVD125\_V5.05 Calibration File 72  
Jaguar-approved Midtronics Vehicle Power Supply

## **WARRANTY:**

 **NOTE:** Always check DDW to verify that the vehicle is affected by this Update Prior to Sale notice or any other Service Action prior to undertaking any repair as some vehicles may have been repaired in port. DDW reflects only those vehicles affected and un-repaired.

 **NOTE:** Repair procedures are under constant review, and therefore times and prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Warranty claims should be submitted quoting the Program Code '**J020**' together with the relevant Option Code 'B' or 'C'; this will result in payment of the stated time. As Option Codes are used, there is no requirement to enter SRO information; these are displayed for information only. The option that allows for drive in / drive out may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only and will expire on **20 April 2013**. All Warranty claims up to this date must be submitted for payment within 30 days of completion of the repair.

<i>PROGRAM CODE</i>	<i>OPTION CODE</i>	<i>DESCRIPTION</i>	<i>SRO</i>	<i>TIME (HOURS)</i>	<i>PARTS</i>	<i>QTY</i>
<b>J020</b>	<b>B</b>	Update Car Configuration File	86.94.48	0.30	-	-
<b>J020</b>	<b>C</b>	Update Car Configuration File Drive in / drive out	86.94.48 10.10.10	0.30 0.10	- -	- -

*Normal Warranty policies and procedures apply*

## **REPAIR PROCEDURE**

### **UPDATE THE CAR CONFIGURATION FILE**

 **CAUTION:** Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

 **CAUTION:** A Jaguar-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during SDD diagnosis / module programming.

1. Connect the Jaguar-approved Midtronics Vehicle Power Supply to the vehicle battery.
2. Turn ignition 'ON' (engine not running).

 **NOTE:** IDS must be loaded with SDD-DVD125\_V5.05 or later and Calibration File 72 or later.

3. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
5. From the Session Type selection screen, choose 'Campaigns'.
6. Follow the on-screen prompts until the 'Recommendations' tab is visible.

**⚠ CAUTION: Choose ONLY the control module(s) below from the SDD Campaigns list for updating. DO NOT select any module(s) not listed below which may be displayed as this will result in damage to the vehicle.**

7. From the list of recommendations, select 'Run' for the following module(s) only:
  - 'Car Configuration management – Session active car configuration selection'
8. Follow SDD prompts
9. Change the vehicle configuration file source to 'As-built file'
10. When prompted to keep or discard personalization values, select 'keep current state' for all values present.
  - Follow on screen prompts to complete this task.
11. Exit the current session.

**△ NOTE: The brake warning lamp text will normally only be visible for a few seconds during the cluster bulb check.**

12. After the update has completed, cycle the ignition 'OFF' then 'ON'; verify that the yellow and red brake warning lamps now appear as text rather than icons.



13. Disconnect the IDS and the Midtronics Vehicle Power Supply from the vehicle.

**△ IMPORTANT NOTE: Allow the vehicle to be powered 'OFF' for 10 minutes (ignition 'OFF') to ensure CCF data is transferred throughout the vehicle's systems.**