

**Owner-Notified Service Action J020: Instrument
Cluster Telltales**

15-NOV-13

No.: 6-211USA

Section: GENERAL
INFORMATION

Market: USA

*SERVICE ACTION J020 SUPERSEDES UPDATE PRIOR TO SALE NOTICE UPS0911
WITH IMMEDIATE EFFECT*

DESCRIPTION

An issue had been identified where all 2010 and certain 2011 model year Jaguar XJ (X351) vehicles within the listed VIN range 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 telltales required for USA vehicles.

Jaguar Land Rover North America, LLC has notified the National Highway Traffic Safety Administration (NHTSA) of this non-compliance. It was determined to be inconsequential to motor vehicle safety; therefore, no compliance recall has been announced.

The majority of affected vehicles have already been updated as per Update Prior to Sale notice UPS0911 (Program Code J020). This Owner-Notified Service Action is to target a limited number of vehicles which have not yet been updated.

AFFECTED VEHICLES

The VIN range of affected vehicles is V00047-V20095.

WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin J020: *Service Action: Instrument Cluster Telltales*, for detailed repair instructions.

PARTS

No parts required

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

△ **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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.

Warranty claims must be submitted quoting Program Code '**J020**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can 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)	PART No.	QTY. / VALUE
J020	B	Update Car Configuration File	89.94.48	0.30	-	-
J020	C	Update Car Configuration File	89.94.48	0.30	-	-
		Drive in/drive out	10.10.10	0.10	-	-

Normal Warranty policies and procedures apply

Service Action J020: Sample Owner Letter

November 2013

RE: Service Action J020 – Instrument Cluster Telltales

Vehicle Affected: Jaguar XJ

Model Year: 2010-2011

Dear Jaguar XJ Owner,

Jaguar Land Rover North America, LLC is providing a no-charge Customer Satisfaction program to owners of certain 2010-2011 model year Jaguar XJ vehicles.

What is the issue?

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 VIN range V00047-V20095. 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 notified the National Highway Traffic Safety Administration (NHTSA) of this non-compliance. It was determined to be inconsequential to motor vehicle safety; therefore, no compliance recall has been announced.

What will Jaguar and your Jaguar Retailer do?

Your authorized Jaguar retailer will either update your vehicle's Car Configuration File in order for the Instrument Cluster to display the correct telltales. There will be no charge for this repair.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Program Code J020 completed on your vehicle.

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 due to service scheduling requirements.

Attention Leasing Agencies: please forward this notification to the lessee within TEN days.

Moved or no longer own a Jaguar?

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?

Should you have any questions regarding this program or need assistance in locating your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 800-4JAGUAR (800-452-4827).


You can also contact Jaguar by e-mail: Visit the web site <http://www.jaguarusa.com> and send an email from the 'Contact Jaguar' section.

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
555 MacArthur Boulevard
Mahwah, NJ 07430

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar, in cooperation with your authorized retailer, will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Experience Manager

Sample