



Safety Recall J036: Rear Brake Pipe Wear - Update

SERVICE BULLETIN

13-JUN-14

NO.: 7-083USA

SECTION: RECALL

MARKET: USA

THIS BULLETIN UPDATES 7-081USA

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 2013-2014 model year XF (XFR-S only) vehicles imported into the United States market. Information relating to the proposed Safety Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

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 \$7,000.00 per vehicle.

This Service Bulletin serves as notification to all Jaguar retailers in the United States and Puerto Rico that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

A total of 68 2013-2014 model year Jaguar XF (XFR-S only) vehicles in the USA are affected. The VIN range of affected vehicles is S78410-U29271.

DESCRIPTION OF DEFECT

During accelerated durability testing of the Sportbrake XFR-S model (identical brake pipe routing in this area to the XFR-S Sedan model), routine inspection of the vehicle identified that the rear right-hand brake pipe displayed evidence of a dynamic foul condition with the rear brake pipe touching a redundant bracket on the rear sub-frame. This foul condition caused a flat to wear on the brake pipe. Engineering assessment of this condition concluded that if the brake pipe remained in this position the brake pipe would wear through and cause sudden loss of brake fluid.

EFFECT ON VEHICLE OPERATION

A vehicle exhibiting sudden loss of brake fluid will illuminate a red 'BRAKE' telltale warning on the Instrument Cluster while displaying the words 'low brake fluid', instructing the driver to seek qualified assistance. Loss of fluid will also result in failure of one of the diagonal braking circuits, and while braking capability will be retained by the other diagonal braking circuit, pedal feel and travel will be adversely affected and stopping distances will increase. Loss of one braking circuit could compromise vehicle stability and significantly increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Refer to Technical Bulletin J036NAS, *Safety Recall: Rear Brake Pipe Wear*, for complete repair details. There will be no charge to owners for this repair.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before July 29, 2014.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J036' and **HOLD** all affected new vehicles within your control and withhold them from onward distribution 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.

Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

PARTS

NOTE: * when ordering parts, order only the expected percentage demand of parts identified

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Brake pipe kit (left and right pipes)	C2Z10063	1	10
Brake fluid	C2D34402	2	10

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

NOTE: Check DDW to ensure that a 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 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 '**J036**' together with the relevant Option Code from the table. The SRO and part 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
J036	B	Modify brackets	05.10.40	0.4	-	-
J036	C	Modify brackets	05.10.40	0.4	-	-
		Drive in/drive out	10.10.10	0.1	-	-
J036	D	Modify brackets	05.10.40	0.4	C2Z10063	1
		Renew left and right brake pipe	70.20.16	3.5	C2D34402	2
J036	E	Modify brackets	05.10.40	0.4	C2Z10063	1
		Renew left and right brake pipe	70.20.16	3.5	C2D34402	2
		Drive in/drive out	10.10.10	-	-	-

Normal Warranty policies and procedures apply

Safety Recall J036: Sample Owner Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

Safety Recall J036 – Rear Brake Pipe Wear

Vehicle Affected: Jaguar XFR-S
Model Year: 2013-2014

Dear Jaguar XFR-S Owner,

This notice is sent to you in accordance with the requirements of the Federal Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in some 2013-2014 model year Jaguar XF (XFR-S only) vehicles. Your vehicle is included in this Recall action.

What is the concern?

A small number of brake pipes which may display evidence of wear due to the brake pipe contacting a redundant bracket on the rear subframe installed to the vehicles identified above. We apologize for this mistake and want to ensure this is corrected at your convenience as soon as possible.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will inspect your vehicle for signs of wear on the rear brake pipes. If wear is visible, the technician will install the rear brake pipes and manipulate the redundant brackets on the rear subframe to increase the clearance to the design specification. Where there are no visible wear marks on the brake pipes the technician will manipulate the redundant brackets on the rear subframe to increase the clearance to meet design specification.

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 Recall Action J036 completed on your vehicle.

When presenting the vehicle to your Jaguar retailer, we request that the fuel level is below one-quarter (1/4) of a tank.

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 four (4) hours, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please forward this recall 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 Recall Action or need assistance in locating your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre 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 Centre
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

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,



Peter Pochapsky
Customer Experience Manager

Safety Recall J036: Technical Q & A

Main Message: During accelerated durability testing of the Sportbrake XFR-S model (identical in this area to the Sedan), routine inspection of the vehicle identified that the right rear brake pipe displayed evidence of a dynamic foul condition with the rear brake pipe contacting a redundant bracket on the rear subframe.

This foul condition caused a flat to wear on the brake pipe. Engineering assessment of this condition concluded that if the brake pipe remained in this position the brake pipe would wear through and cause sudden loss of brake fluid.

Q 1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q 2 Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?

A A vehicle exhibiting sudden loss of brake fluid will illuminate a red 'BRAKE' (USA) or a red 'exclamation' (!) mark in a circle (Canada) telltale warning in the Instrument Cluster while displaying the words 'low brake fluid', instructing the driver to seek qualified assistance. Loss of fluid will also result in failure of one of the diagonal braking circuits, and while braking capability will be retained by the other diagonal braking circuit, pedal feel and travel will be adversely affected and stopping distances will increase. Loss of one braking circuit could compromise vehicle stability and significantly increase the risk of a crash.

Q 3 Can you tell me more about what is wrong with the vehicles?

A Through accelerated durability testing Jaguar Land Rover engineering identified that the rear brake pipes did not meet the design specification for suspension component clearances with regard to a redundant bracket on the subframe. Furthermore, in certain circumstances the brake pipes could come into contact with the redundant bracket causing a foul condition. This foul condition may cause a flat to wear on the brake pipe. Engineering assessment of this condition concluded that if the brake pipe remained in this position the brake pipe would wear through and cause sudden loss of brake fluid.

Q 4 How would the customer become aware of potentially having this concern?

A In this event, orientation of the affected rear wheel is lost and vehicle stability is affected. A vehicle exhibiting sudden loss of brake fluid will illuminate a red telltale warning on the instrument cluster whilst displaying the words 'low brake fluid', instructing the driver to seek qualified assistance. The customer may also experience a change in brake pedal feel and travel. They may also notice that the vehicle's stopping distance increases when the brake pedal is pressed.

Q 5 Does this concern affect vehicle safety?

A Yes, in this condition, brake pedal travel will increase and brake effort applied to one of the two diagonally split service brake system will diminish. This will cause stopping distance to be extended. Loss of one braking circuit could compromise vehicle stability and significantly increase the risk of an accident.

Q 6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any complaints of this issue.

Q 7 Have there been any accidents or injuries or fires?

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

- Q 8** How was the condition discovered?
- A** During accelerated durability testing of the Sportbrake XFR-S model, routine inspection of the vehicle identified that the right rear brake pipe displayed evidence of a dynamic foul condition with the rear brake pipe touching a redundant bracket on the rear subframe.
- Q 9** How long has Jaguar Land Rover known about this problem?
- A** Jaguar Land Rover first identified an issue with the rear brake pipe during accelerated durability testing of the Jaguar Sportbrake XFR-S model in March 2014.
- Q 10** 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.
- Q 11** What has Jaguar Land Rover done in production?
- A** The redundant bracket on the rear subframe is now manipulated to increase the clearance between the bracket and brake pipe. The clearance is increased to make sure the design specification for suspension component-to-brake pipe clearance is met.
- Q 12** What will Authorized Repairers do to the vehicles?
- A** Authorized Jaguar repairers will inspect vehicles for signs of wear on the rear brake pipes. If wear is visible, the technician will install the rear brake pipes and manipulate the redundant brackets on the rear subframe to increase the clearance to design specification. Where there are no visible wear marks on the brake pipes the technician will manipulate the redundant brackets on the rear subframe to increase the clearance to meet design specification.
- Q 13** Which vehicles are affected by this recall?
- A** 2013 and 2014 model year Jaguar XFR-S vehicles manufactured at Jaguar's Castle Bromwich (UK) manufacturing plant within the following VIN ranges (selected vehicles within VIN range) and dates are potentially affected:
- SAJAC0911DMS65176-SAJXA0KZ3EMU29271
 - October 2012-February 2014
- Q 14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models are known to be affected by this condition, other than those listed on this document.
- Q 15** Are parts available to rework vehicles?
- A** Yes, parts are available for Jaguar Authorized repairers to conduct this repair.
- Q 16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q 17** 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 a Jaguar Authorized repairer for the work to be carried out.

Q 18 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 four (4) hours. Naturally, due to dealer schedules, vehicles may be required for longer.

Q 19 Can I continue to drive my Jaguar vehicle safely until it has been recalled?

A Customers are advised to contact a Jaguar Authorized repairer should they have any concerns regarding the rear toe link subframe. The owner's handbook also advises customers to seek qualified assistance should they experience the illumination of a red warning triangle on the instrument cluster with the words 'low brake fluid'

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.