



Safety Recall J040: Restraints Control Module Calibration Software - Update

SERVICE
BULLETIN

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Section: RECALL

Market: USA

THIS BULLETIN UPDATES 7-082USA

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 model year Jaguar XJ 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 70 2013 model year Jaguar XJ vehicles in the USA are affected. The VIN range of affected vehicles is V38134-V39216.

DESCRIPTION OF DEFECT

A concern has been identified where during the early production of 2013MY Jaguar XJ All-Wheel Drive model. The Restraints Control Module (RCM) was downloaded with a generic software calibration. This generic software calibration does not comply with the requirements of FMVSS 208 for this vehicle type.

EFFECT ON VEHICLE OPERATION

In the event of a vehicle being involved in a crash, the performance of the Supplementary Restraints System (SRS) may not be to specification and there will be an increased risk of injury to the vehicle occupants.

SERVICE PROGRAM / REWORK ACTION

Refer to Technical Bulletin J040NAS, *Safety Recall: Restraints Control Module Calibration Software*, 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 'J040' and **HOLD** all affected new vehicles in 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

No parts required

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 '**J040**' 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
J040	B	Update Restraints Control Module software	86.99.69	0.2	-	-
J040	C	Update Restraints Control Module software Drive in/drive out	86.99.69 10.10.10	0.2 0.1	- -	- -

Normal Warranty policies and procedures apply

Safety Recall J040: Sample Owner Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

Safety Recall J040 – Restraints Control Module Calibration Software

Vehicle Affected: Jaguar XJ
Model Year: 2013

Dear Jaguar XJ 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 model year Jaguar XJ vehicles. Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified where during the early production of 2013MY Jaguar XJ All-Wheel Drive model the Restraints Control Module (RCM) was downloaded with a generic software calibration. This generic software calibration does not comply with the requirements of Federal Motor Vehicle Safety Standard 208 (FMVSS 208) for this vehicle type. In the event of a vehicle being involved in a crash the performance of the Supplementary Restraint System (SRS) may not be to specification and there will be an increased risk of injury to the vehicle occupants.

What will Jaguar and your Jaguar Retailer do?

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will update the calibration software of the vehicle's Restraints Control Module.

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 J040 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 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 JO40: Technical Q & A

Main Message: During the early production of 2013 Model Year (MY) Jaguar XJ All Wheel Drive model, the Restraints Control Module (RCM) was downloaded with a generic software calibration. This generic software calibration does not comply with the requirements of CMVSS 208, FMVSS 208, and UN ECE 94 for this vehicle type. In the event of a vehicle being involved in a crash the performance of the Supplementary Restraints System (SRS) may not be to specification and there will be an increased risk of injury to the vehicle occupants.

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 During the pre-production build phase of 2013 Model Year (MY) Jaguar XJ All Wheel Drive model, the Restraints Control Module (RCM) was programmed with a generic software calibration as the correct specification software was being finalized. The pre-production vehicles were intended to have been updated with the correct specification software before they left the manufacturing plant.

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

A This generic software calibration does not comply with the requirements of CMVSS 208, FMVSS 208, and UN ECE 94 for this vehicle type. In the event of a vehicle being involved in a crash the performance of the Supplementary Restraint System (SRS) may not be to specification and there will be an increased risk of injury to the vehicle occupants.

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

A The incorrect calibration is invisible to a customer during normal vehicle use.

Q 5 Does this concern affect vehicle safety?

A All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and young children. Should an affected vehicle be involved in a crash of a severity requiring activation of the SRS, the SRS operation may not provide the required level of protection from injury and there will be an increased risk of injury to the vehicle occupants.

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 Jaguar Land Rover first identified an issue with the SRS calibration during an unrelated vehicle investigation. During this investigation, the engineer noticed that the part number of the RCM calibration was not as expected.

Q 9 How long has Jaguar Land Rover known about this problem?

A The issue was first reported 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 This issue only affected vehicles built in the pre-production phase. All production vehicles have the correct RCM software.

Q 12 What will Authorized Repairers do to the vehicles?

A Authorized repairers will update the crash calibration to the correct level.

Q 13 Which vehicles are affected by this recall?

A Certain 2013MY Pre-Production All Wheel Drive XJ vehicles manufactured at Jaguar's (UK) manufacturing plants within the following VIN range and dates are potentially effected:

- SAJWJ1G76D8V37755-SAJWJ2GD3D8V39216
- May 2012-July 2012 (Selected vehicles within VIN range)

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, the necessary software is 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 30 minutes. 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 their vehicles.

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