



Emissions Recall J038: Engine Malfunction Indicator Lamp Illumination

SERVICE BULLETIN

07-JUL-14 | No.: 7-085USA | Section: RECALL | Market: USA

DESCRIPTION OF DEFECT

An issue has been identified on a limited number of 2010-2012 model year XF (X250) and XJ (X351) vehicles and 2010-2014 model year XK (X150) vehicles fitted with the 5.0L V8 engine (naturally aspirated and supercharged) within the listed VIN ranges. The condition may cause the engine Malfunction Indicator Lamp (MIL) to illuminate with Diagnostic Trouble Code (DTC) P0316 in addition to one or more of the P0301-P0308 codes stored in the Engine Control Module (ECM). This condition will have no effect on the vehicle's performance, but may reduce the vehicle's ability to control tailpipe emissions.

AFFECTED VEHICLES

The VIN ranges of affected vehicles are:

- XF (X250)R47154-S61361
- XJ (X351)V00001-V39426
- XK (X150)B32753-B54400

Owner notification is expected on or before the week of 18 July 2014.

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 in the above VIN range 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 J038NAS, *Emissions Recall: Engine Malfunction Indicator Lamp Illuminated*, for detailed repair instructions.

PARTS

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

** order quantity of '1-25' will ship as 1 (one) pack of 25 labels

*** order quantity of '1' (one) will ship as 1 (one) pack of 25 certificates

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PART*
Authorized Modification Label	JLM21848	1**	100
CA Vehicle Emission Recall - Proof of Correction Certificate (California-registered vehicles only)	JLM21849	1***	100 (California-registered vehicles only)

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 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 'J038' 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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
J038	B	Update Engine Control Module software	86.99.13	0.30	ZZZ001	\$0.50
J038	C	Update Engine Control Module software	86.99.13	0.30	ZZZ001	\$0.50
		Drive in/drive out	10.10.10	0.10	-	-

*An allowance of \$0.50 US for the label and certificate has been provided for.

Normal Warranty policies and procedures apply

Emissions Recall J038: Sample Owner Letter

July 2014

RE: Voluntary Emissions Recall J038 – Engine Malfunction Indicator Lamp Illuminated

Vehicles Affected: 2010-2012MY XF and XJ; 2010-2014MY XK

Dear Jaguar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge voluntary Emissions Recall (Program Code J038) for owners of 2010-2012 model year XF and XJ vehicles and 2010-2014 model year XK vehicles. Your vehicle is included in this Voluntary Emissions Recall.

What is the concern?

A concern has been identified with the engine calibration software of vehicles identified above, which can cause the engine Malfunction Indicator Lamp (MIL) to illuminate. This condition will have no effect on the vehicle's performance, but can reduce the vehicle's ability to control tailpipe emissions.

What will Jaguar and your Jaguar retailer do?

An authorized Jaguar retailer will update your vehicle's Engine Control Module software. There will be no charge for this repair.

What should you do?

Contact your preferred Jaguar retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code J038.

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 20-30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Are you the owner of an affected vehicle registered in California?

Under certain driving conditions, your vehicle may release air pollutants which exceed California standards. California requires the completion of this service prior to vehicle registration renewal. Your vehicle is subject to these requirements. When the required service has been completed, your Jaguar retailer will provide you a 'Vehicle Emission Recall – Proof of Correction' certificate. Please make sure that you obtain the certificate from your Jaguar retailer and, if required, present it to the Department of Motor Vehicles when renewing your registration. Retain the certificate for your records.

Attention Leasing Agencies: Please forward this notification to the lessee within ten (10) 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

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 program.

Sincerely,



Peter Pochapsky
Customer Experience Manager

Emissions Recall JO38: Technical Q & A

Main Message: 2010-2012MY XF and XJ and 2010-2014MY XK vehicles, fitted with 5.0L naturally aspirated and supercharged engines, may experience the illumination of the engine Malfunction Indicator Lamp on the Instrument Cluster and/or engine misfire during the first minute after starting from cold.

Q1 Why is Jaguar Land Rover recalling these models?

A To update engine control module software.

Q2 Can you tell me more about what is wrong with the vehicles?

A The customer may experience the illumination of the engine Malfunction Indicator Lamp on the Instrument Cluster and possibly rough engine running during the first minute after a cold engine start.

Q3 How would the customer become aware of potentially having this concern?

A Over the life of a vehicle, it is normal for emissions control components to adjust their performance characteristics. In this case, the revised engine control software adjusts fuel flow to better match the normal wear pattern of fuel injectors.

Q4 Does this recall affect vehicle safety?

A No.

Q5 Has Jaguar Land Rover received many complaints?

A Jaguar Land Rover received a number of customer complaints from dealers. These were subject to an investigation which has resulted in the need to revise the engine control software of vehicles covered under this recall.

Q6 Have there been any accidents or injuries?

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

Q7 How was the condition discovered?

A This condition was discovered through Jaguar Land Rover's regular review of customer and warranty claims.

Q8 How long has Jaguar Land Rover known about this problem?

A The issue was first reported in March 2013; the detailed investigation concluded on 21 March 2014, where the consequences of this condition were fully realized and an Emissions Recall initiated.

Q9 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.

Q10 What has Jaguar Land Rover done in production?

A The new software is programmed into all production vehicles prior to release from the factory.

Q11 What will Authorized Repairers do to the vehicles?

A Authorized repairers will update the vehicles with the latest software.

Q12 Which vehicles are affected by this recall?

- A
- XF: 2010-2012MY; R47154-S61361
 - XJ: 2010-2012MY; V00001-V39426
 - XK: 2010-2014MY; B32753-B54400

Q13 Are other Jaguar Land Rover models affected by these actions?

- A Yes, Emissions Recall P039 has been released to rectify the same concern on the following Land Rover vehicles:
- LR4: 2010-2013MY; AA510178-DA699999
 - Range Rover Sport: 2010-2013MY; AA215623-DA814822
 - Range Rover: 2010-2012MY; AA306630-CA393639

Q14 Are parts available to rework vehicles?

- A For this concern, no parts are required; only a software update.

Q15 How much will the recall cost Jaguar Land Rover?

- A Cost was not a factor in deciding to recall these vehicles.

Q16 How do I know if my vehicle is affected?

- A All owners of potentially affected vehicles will receive a letter inviting them to contact a Land Rover Authorized Repairer for the work to be carried out.

Q17 How long does it take for the car 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 to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

Q18 Can I continue to drive my vehicle safely until it has been recalled?

- A Customers are advised to contact a Jaguar Land Rover 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.