



SAFETY RECALL J048 [NHTSA # 14V-741]: BRAKE PIPE TORQUE INTEGRITY

SERVICE BULLETIN

21-NOV-14

NO.: 7-093USA

SECTION: RECALL

MARKET: USA

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 2014-2015 model year Jaguar XJ vehicles imported into the United States market. Information relating to the Recall will be posted on the National Highway Traffic Safety Administration 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 1,571 2014-2015 model year Jaguar XJ (X351) vehicles in the USA are affected.

The VIN range of affected vehicles is SAJWJ2GD3E8V67633 - SAJWA2GZ6F8V76050.

DESCRIPTION OF DEFECT

A concern has been identified within the assembly process where certain underbody brake pipe unions may not be to the correct torque specification. Low torque at the underbody brake pipe unions can lead to a loss of mechanical integrity of the braking system. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit. The instrument cluster may display the warning message 'Fluid Level Low', along with the Brake Warning lamp being illuminated.

EFFECT ON VEHICLE OPERATION

In the event of both braking circuits losing integrity at the same time, complete loss of service brakes will occur, potentially causing a vehicle crash.

It is also possible that sufficient loss of brake fluid will deplete the brake pressure in the system such that the brake pressure switch, required as part of the vehicle start authorization process, may not be activated, so preventing initial vehicle start-up.

Jaguar Land Rover is aware of one report of an accident but no injuries attributed to this condition.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J048' 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.

Refer to Technical Bulletin J048NAS: *Safety Recall: Brake Pipe Torque Integrity*, for detailed repair instructions.

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.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 16 January 2015.

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 'J048' 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
J048	B	Inspect the brake pipe unions for signs of moisture or leakage - no further action required	70.91.56	0.40	-	-
J048	C	Inspect the brake pipe unions for signs of moisture or leakage - no further action required	70.91.56	0.40	-	-
		Drive in/drive out	10.10.10	0.10	-	-
J048	D	Inspect the brake pipe unions for signs of moisture or leakage and torque	70.91.57	0.40	-	-
J048	E	Inspect the brake pipe unions for signs of moisture or leakage and torque	70.91.57	0.40	-	-
		Drive in/drive out	10.10.10	0.10	-	-

NOTE: In the event a vehicle has experienced a significant loss of brake fluid and requires any underfloor repairs for paint or body sealant or the replacement of a significant volume of brake fluid, submit a separate Warranty claim with full details.

Normal Warranty policies and procedures apply

SAFETY RECALL J048: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

Safety Recall J048 - Brake Pipe Torque Integrity

Vehicle Affected: Jaguar XJ

Model Year: 2014-2015

National Highway Traffic Safety Administration Recall Number: 14V-741

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 2014-2015 model year Jaguar XJ vehicles.

Your vehicle is included in this Recall action.

What is the concern?

Certain underbody brake pipe unions may not be to the correct torque specification.

Low torque at the underbody brake pipe unions can lead to a loss of mechanical integrity of the braking system. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit. The instrument cluster may display the warning message 'Fluid Level Low', along with the Brake Warning lamp being illuminated.

In the event of both braking circuits losing integrity at the same time, complete loss of service brakes will occur, potentially causing a vehicle crash.

It is also possible that sufficient loss of brake fluid will deplete the brake pressure in the system such that the brake pressure switch, required as part of the vehicle start authorization process, may not be activated, so preventing initial vehicle start-up.

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 the condition of the underbody brake pipe unions for signs of brake fluid. If brake fluid residue is present, the technician will tighten the joints to the correct torque specification. The brake fluid level will also be inspected and, if required, topped up to the correct fluid level.

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 J048 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 one (1) hour, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Federal regulations require that you 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 1-800-4JAGUAR (1-800-452-4827).

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 1-888-327-4236 (TTY: 1-800-424-9153), 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 JO48: TECHNICAL Q & A

Main Message: A concern has been identified with the security of the underbody brake pipe connectors on certain XJ 2014 and 2015 Model Year vehicles. The brake pipe unions may not have been correctly torqued during the vehicle manufacturing process. Low torque at the brake pipe unions can lead to a loss of mechanical integrity of the braking system. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit. The instrument cluster may display the warning message 'Fluid Level Low', along with the brake warning indicator being illuminated. In the event of both braking circuits losing integrity at the same time, complete loss of service brakes will occur, thereby potentially causing a vehicle crash. It is also possible that the loss of brake fluid will not allow sufficient pressure in the system such that the brake pressure switch, required as part of the start authorisation process, may not be activated, so preventing initial vehicle start-up.

Q1 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.

Q2 Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?

A Low torque at the brake pipe unions can lead to a loss of mechanical integrity of the braking system. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit.

Q3 Can you tell me more about what is wrong with the vehicles?

A The brake pipe unions may not have been correctly torqued during the vehicle manufacturing process. Low torque at the brake pipe unions can lead to a loss of mechanical integrity of the braking system.

Q4 How would the customer become aware of potentially having this concern?

A Drivers may experience extended brake pedal travel combined with reduced braking performance in the corresponding brake circuit. The instrument cluster may display the warning message 'Fluid Level Low', along with the brake warning indicator being illuminated.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover has determined a loss of both hydraulic brake circuits can pose a risk to vehicle safety.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of field reports for this concern.

Q7 Have there been any accidents or injuries?

A There has been one report of an accident and no reported injuries relating to this concern.

Q8 How was the condition discovered?

A The condition was identified through field reports from dealers.

Q9 How long has Jaguar Land Rover known about this problem?

A The condition was first reported during the summer of 2014.

Q10 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.

Q11 What has Jaguar Land Rover done in production?

A The production processes have been reviewed and the cause of this concern rectified with the re-implementation of a dedicated tool which ensures correct torque application to these unions.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized Repairers will inspect the condition of the underbody brake pipe unions for

signs of brake fluid. If brake fluid residue is present, the technician will tighten the joints to the correct torque specification. The brake fluid level will also be inspected and, if required, topped up to the correct fluid level.

Q13 Which vehicles are affected by this recall?

- A Certain 2014 and 2015 model year XJ (X351) Jaguar vehicles manufactured at Jaguar's UK manufacturing plant within the following VIN ranges and dates are potentially affected:
- SAJWJ2GD3E8V67633 - SAJWA2GZ6F8V76050
 - February 6, 2014 - July 23, 2014

Q14 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.

Q15 Are parts available to rework vehicles?

- A Yes, the necessary parts are available for Jaguar authorized repairers to conduct this repair.

Q16 How much will the recall cost Jaguar Land Rover?

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

Q17 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.

Q18 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 one (1) hour. Naturally, due to dealer schedules, vehicles may be required for longer.

Q19 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.