

Owner-Notified Service Action K215: Neutral Intervention

31-MAR-14 | No.: 6-222USA | Section: GENERAL INFORMATION | Market: USA

DESCRIPTION

A limited number of 2013-2014 model year Jaguar XFR-S vehicles within the listed VIN range where a 'flashing D' in the Transmission Control Switch gear position indicator may appear just prior to bringing the vehicle to rest. The transmission will be in Neutral [N] while the Transmission Control Switch is still in Drive [D].

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is S78410-U22310.

Owner notification is expected to commence on or before the week of 21 April 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 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 K215: *Service Action: Neutral Intervention*, 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 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 '**K215**' 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2016** closure date 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.
K215	B	Update Engine Control Module software	86.99.13	0.30	-	-
K215	C	Update Engine Control Module software Drive in/drive out	86.99.13 10.10.10	0.30 0.10	- -	- -

Normal Warranty policies and procedures apply

March 2014

RE: Service Action K215 – Neutral Intervention

Vehicle Affected: Jaguar XFR-S

Model Year: 2013-2014

Dear Jaguar XFR-S Owner,

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2013-2014 model year Jaguar XFR-S vehicles.

What is the issue?

An issue has been identified where when at a virtual standstill following heavy braking, in order to prevent the engine rpm dropping too low, the transmission may select neutral while the Transmission Control Switch gear position indicator is still indicating position 'D' [Drive]. The Transmission Control Switch gear position indicator will flash the 'D' indicating there is a fault. In this condition, the Transmission Control Switch should be moved to 'N' [Neutral] and then back to 'D', where normal transmission operation will resume.

What will Jaguar and your Jaguar Retailer do?

Your authorized Jaguar retailer will update the Engine Control Module software. 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 K215 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 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 campaign.

Sincerely,



Peter Pochapsky
Customer Experience Manager