



Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard  
Mahwah, NJ 07430  
201-818-8295

September 27, 2013

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, SE  
Washington DC, 20590

**Subject: NHTSA Campaign Number 13V-340/Jaguar Safety Recall J030 – XK Convertible Switch – Dealer Communications**

Dear Ms. Lewis:

Pursuant to 49 CFR 573, Defect and Non-compliance Reports, Jaguar Land Rover North America, LLC, is submitting the following dealer communications sent to our dealers regarding the above mentioned campaign.

- Service Bulletin – 7-075USA
- Technical Bulletin – J030NAS1
- Service Alert – JA13GI-13
- Parts Alert – JA13PA-16

Sincerely,

A handwritten signature in black ink, appearing to read "James C. Patterson".

James C. Patterson  
Safety Compliance Engineer  
Jaguar Land Rover North America, LLC

Attachments



## Non-Compliance Recall J030 (NHTSA # 13V-340): Roof Power Window Operation

## SERVICE BULLETIN

25-SEP-13 | No.: 7-075USA | Section: RECALL | Market: USA

*Jaguar Land Rover North America, LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall on certain 2011-2014 model year Jaguar XK Convertible vehicles imported into the United States market. Information relating to the Non-Compliance 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 1,989 2011-2014 model year Jaguar XK Convertible vehicles in the USA are affected. The VIN range of affected vehicles is B42168-B52946.

### DESCRIPTION

Jaguar has detected a non-compliance with Federal Motor Vehicle Safety Standard (FMVSS) on XK convertible vehicles in the listed VIN range. The overhead mounted console switch which raises and lowers the convertible roof does not comply with the requirements of FMVSS118 for vehicles built on or after 1 October 2010, specifically in regard to the operation of the power windows which are raised and lowered by the operation of the roof switch. A non-compliant switch could increase the risk of inadvertent power window activation and occupant injury.

Jaguar Land Rover is not aware of any reports of accidents or injuries attributed to this condition.

### ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J030' 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.

Owner notification is expected to commence on or before 27 September 2013.

**Retailers are advised that the use of vehicles within the affected 2011-2014 model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.**

### SERVICE PROGRAM / REWORK ACTION

Retailers should refer to Technical Bulletin J030NAS, *Non-Compliance Recall: Roof Power Window Operation*, for complete repair details.

Safety Recall J030 supersedes Update Prior to Sale UPS4813 and Service Bulletin 7-072USA with immediate effect.

**PARTS**

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
C2P25445AMN	Overhead console – Canvas	1	25
C2P25445PVJ	Overhead console - Charcoal	1	75

\* when ordering parts, order the expected percentage failure rate of parts identified only

**TOOLS**

Refer to Workshop Manual / Service Instruction for any required special tools

**WARRANTY**

**△ NOTE:** Always check DDW to verify that a vehicle is affected by this program prior to undertaking any repairs. Repair procedures are under constant review and therefore times are subject to change; those quoted here must be taken as guidance only. Refer to Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time.

Warranty claims must be submitted quoting Program Code 'J030' 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY. / VALUE
J030	B	Renew overhead console - Canvas	76.13.69	0.20	C2P25445AMN	1
J030	C	Renew overhead console - Canvas Drive in/drive out	76.13.69 10.10.10	0.20 0.10	C2P25445AMN -	1 -
J030	D	Renew overhead console - Charcoal	76.13.69	0.20	C2P25445PVJ	1
J030	E	Renew overhead console - Charcoal Drive in/drive out	76.13.69 10.10.10	0.20 0.10	C2P25445PVJ -	1 -

Normal Warranty policies and procedures apply

**CUSTOMER RE-IMBURSEMENT PROCESS:**

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Field Service Action claim has been paid / accepted.

Claims should be submitted quoting Program Code 'J030' and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim should be submitted using Option Code 'X' and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY ITEM CODE	VALUE
J030	X	Reimbursement to owner	n/a	n/a	ZZZ999	Retailer entered value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Non-Compliance Recall J030 are included in this process. Only one (1) claim per vehicle for related damages will be accepted.

# Non-Compliance Recall J030 - Sample Owner Letter

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September 2013

**RE: Non-Compliance Recall J030 –Roof Power Window Operation**

**Vehicle Affected: Jaguar XK Convertible**

**Model Year: 2011-2014**

**National Highway Traffic Safety Administration Recall Number: 13V-340**

**Dear Jaguar XK Owner,**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that 2011-2014 model year XK convertible vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 118 Power-operated window, partition, and roof panel systems. Your vehicle is included in this Recall action.

**What is the concern?**

The switch that operates the power roof also operates the side windows. As a result, FMVSS 118 requires the power roof switch to be a pull to close switch not a push to close switch.

A non-compliant switch could increase the risk of inadvertent power window activation and pinch or injure an arm or finger.

**What will Jaguar and your Jaguar Retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will install a revised roof console assembly incorporating a new switch. 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 J030 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:** 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 previously paid to repair this issue?**

If you have already paid for the roof overhead console to be replaced for this concern prior to the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

**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 Center 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 Center  
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

## Non-Compliance Recall JO30: Technical Q & A

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### Main Message:

A non-compliance has been identified with the Convertible roof operation switch fitted to certain US and Canadian Jaguar 2011-2014 model year XK Convertible vehicles manufactured from the 1 October 2010. A number of vehicles have been manufactured with a switch that is non-compliant with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 118 section S6(c).

### Q1 Why is Jaguar recalling certain XK models?

A Jaguar Cars is conducting a non-compliance recall involving a number of 2011-2014 Model year XK convertible vehicles to replace the switch used to operate the power roof to ensure compliance with FMVSS 118 S6(c).

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

A FMVSS 118 S6(c) requires that *"Any actuation device for closing a power-operated window must operate by pulling away from the surface in the vehicle on which the device is mounted. An actuation device for closing a power-operated window must operate only when pulled vertically up (if mounted on the top of a horizontal surface), or out (if mounted on a vertical surface), or down (if mounted on the underside of an overhead surface), or in a direction perpendicular to the surrounding surface if mounted in a sloped orientation, in order to cause the window to move in the closing direction."*

The operation of the closing of the power hood on XK Convertible vehicles also automatically operates the windows on the vehicle. As such this switch is effectively operating the windows and therefore needs to comply with the requirements of FMVSS 118 S6(c). The switch currently fitted to the vehicles is a push-push type and not the required pull switch.

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

A This issue relates to a compliance issue and as such it is highly unlikely that a customer would detect this issue

### Q4 Does this concern affect vehicle safety?

A The closing of power windows via pull switches is required in order to comply with FMVSS 118 S6 (c).

### Q5 Has Jaguar received many complaints?

A Jaguar Cars has received no complaints for this issue.

### Q6 Have there been any accidents or injuries?

A There have been no reports of accidents or injuries relating to this concern of which Jaguar are aware

### Q7 How was the condition discovered?

A The condition was identified through a prototype vehicle compliance validation exercise internal to Jaguar Land Rover

### Q8 How long has Jaguar known about this problem?

A Jaguar determined that this issue constituted a non-compliance with FMVSS 118 S6(c) on 26 July 2013.

### 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 monitors the manufacture of production vehicles to ensure that any matters relating to compliance are rigorously maintained.

### Q10 What has Jaguar done in production?

A A new overhead console containing a revised power roof operation switch that requires pull to close functionality, to ensure compliance with FMVSS 118 S6(c), has been introduced into production.

### Q11 What will Retailers do to the vehicles?

A Retailers will replace the overhead console with the new revised assembly.

**Q12 Which vehicles are affected by this recall?**

A A volume of 2011-2014MY XK Convertible vehicles within the VIN range B42146-B52982.

**Q13 Are other Jaguar models affected by these actions?**

A No other models are known to be affected.

**Q14 Are parts available to rework vehicles?**

A Parts will be made available for rework shortly

**Q15 How much will the recall cost Jaguar?**

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

**Q16 How do I know if my XK Convertible vehicle is affected?**

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar retailer 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 15 minutes. Naturally, due to retailer schedules, vehicles may be required for longer.

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

A Customers can continue to use their vehicles until this compliance issue is resolved by the fitment of a new roof console. Should a customer have any concerns over the operation of the power roof on their vehicle they should contact their retailer for further guidance.

**Note: Please ensure that any Press enquiries are referred to the Jaguar Public Affairs office.**

# TECHNICAL BULLETIN

J030NAS1  
25-SEP-13



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

## SECTION: 501-12

### Non-Compliance Recall: Roof Power Window Operation

#### AFFECTED VEHICLE RANGE:

XK (X150) Convertible only  
VIN: **B42168-B52946**  
Model Year: **2011-2014**

#### MARKETS:

NAS

#### CONDITION SUMMARY:

**Situation:** Jaguar has detected a non-compliance with Federal Motor Vehicle Safety Standard (FMVSS) and Canada Motor Vehicle Safety Standard (CMVSS) on XK convertible vehicles in the listed VIN range. The overhead mounted console switch which raises and lowers the convertible roof does not comply with the requirements of FMVSS118 and CMVSS118 for vehicles built on or after 1 October 2010, specifically in regard to the operation of the power windows which are raised and lowered by the operation of the roof switch. A non-compliant switch could increase the risk of inadvertent power window activation and occupant injury.

**Action:** Retailers are required to before sale **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 detailed in this Technical Bulletin. For cars in retailer inventory, this should be performed after completion of the vehicle Pre-Delivery Inspection (PDI).

#### PARTS:

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
C2P25445AMN	Overhead console – Canvas	1	25
C2P25445PVJ	Overhead console - Charcoal	1	75

\* when ordering parts, order the expected percentage failure rate of parts identified only

#### SPECIAL TOOLS:

Refer to Workshop Manual / Service Instruction for any required special tools

#### WARRANTY:

**NOTE:** 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 'J030' 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.

Warranty claims 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. / VALUE
J030	B	Renew overhead console - Canvas	76.13.69	0.20	C2P25445AMN	1
J030	C	Renew overhead console - Canvas Drive in/drive out	76.13.69 10.10.10	0.20 0.10	C2P25445AMN	1 -
J030	D	Renew overhead console - Charcoal	76.13.69	0.20	C2P25445PVJ	1
J030	E	Renew overhead console - Charcoal Drive in/drive out	76.13.69 10.10.10	0.20 0.10	C2P25445PVJ	1 -

Normal Warranty policies and procedures apply

#### SERVICE INSTRUCTION:

1. Replace the overhead console (see TOPIx Workshop Manual, Section 501-12).



**JAGUAR**

**SERVICE  
ALERT**

## J030 - HomeLink® Transmitter Programming Required

26-SEP-13

No.: JA13GI-13

Section: GENERAL  
INFORMATION

Market: CAN / USA

Please be advised that 2011-2014 model year XK Convertible vehicles affected by Non-Compliance Recall J030, Roof Power Window Operation, will have the overhead console replaced with an updated component. As part of this new component, the HomeLink® module is also replaced.

As a result, vehicle owners must be advised of this HomeLink® module replacement and the subsequent need to reprogram all previously stored devices.

We apologize for any inconvenience this may cause.



**PARTS  
ALERT**

**Non-Compliance Recall J030 Parts Ordering Process**

25-SEP-13 | No.: JA13PA-16 | Section: ADMINISTRATION | Market: CAN / USA

Please be advised of the following parts ordering process for Non-Compliance Recall J030, *Roof Power Window Operation*. In order to maintain adequate inventory for use with this program, the following part numbers will be 'SA' (Service Action) Blocked:

- C2P25445AMN ..... Overhead console - Canvas
- C2P25445PVJ ..... Overhead console - Charcoal

*As of this ALERT, vehicles identified by retailers and market managers as **sold but not delivered** will have had their parts orders placed and put in line for distribution. There is no need to place an order for these specific vehicles.*

For all other affected vehicles, retailers must place a separate line for each unit ordered and **must** provide the last six (6) digits of the VIN for the vehicle(s) being repaired. Orders placed by retailers through the Jaguar Parts Communication (JPC) system will not supply automatically and will be released by the Unipart Customer Service (DOC) team. Orders that are not completed correctly will be subject to downward adjustment and/or 'Declined-Customer Service' in JPC. Retailers should review their Open Order screen in JPC to determine if orders have been declined.

Retailers must set their Dealership Management Systems (DMS) inventory/proposed stock order functions to 'Manual Order' for parts used in this program to avoid unnecessary ordering.

Customer notification for this program will commence early next week and to ensure sufficient parts stock is available to meet customer driven demand, please limit future orders for any unsold vehicles to only immediate needs.

Please contact the Unipart DOC team at 888-524-3577 > Option 1, with any questions or concerns.