



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

September 25, 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-341/Jaguar Safety Recall J034 – XF Charge Air Cooler Hose – Customer Letter**

Dear Ms. Lewis:

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

- Customer Letter

Sincerely,

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

Attachment



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, SAJWA0ES0DPS63427

September 20, 2013

**RE: Safety Recall J034 – Engine Charge Air Cooler Hose Detachment**

**Vehicle Affected: Jaguar XF**

**Model Year: 2013**

**National Highway Traffic Safety Administration Recall Number: 13V-341**

**Dear Jaguar XF 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 a defect which relates to motor vehicle safety exists in some 2013 model year Jaguar XF vehicles. Your vehicle is included in this Recall action.

### **What is the concern?**

A concern has been identified where the Charge Air Cooler (CAC) hose may separate from the Charge Air Cooler resonator assembly on 2013 model year Jaguar XF 2.0L GTDi vehicles. In the event of detachment, the driver may hear a loud pop noise as the joint separates. Jaguar Land Rover has concluded that joint separation of the CAC assembly leads to engine cut out without warning and could potentially cause a crash.

Should engine cut out occur, the brake vacuum reservoir will be depleted and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Power Assisted Steering (PAS) will also be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional with increased steering effort required. The vehicle will not re-start.

### **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 CAC assembly and ensure hose clip on the resonator hose is in the correct position and is torqued to the correct specification. 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 J034 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 15 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 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