



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 Traffic 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.