



**Safety Recall J034 (NHTSA # 13V-341): Engine  
Charge Air Cooler Hose Detachment**

**SERVICE  
BULLETIN**

13-AUG-13 | No.: 7-074USA | 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 2013 model year Jaguar XF vehicles imported into the United States market. Information relating to the proposed Safety 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 940 2013 model year Jaguar XF vehicles in the USA are affected. The VIN range of affected vehicles is S55275-S92220.

**DESCRIPTION**

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.

**EFFECT ON VEHICLE OPERATION**

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.

**ACTION TO BE TAKEN**

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'J034' 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 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 J034, *Safety Recall: Engine Charge Air Cooler Hose Detachment*, for complete repair details.

Safety Recall J034 supersedes Update Prior to Sale UPS2613 (K178) and Service Bulletin 7-073USA with immediate effect.

**PARTS**

No parts required

## 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 'J034' 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
J034	B	Clip is in the correct position - tighten clip	10.10.99	0.20	-	-
J034	C	Clip is in the correct position - tighten clip Drive in/drive out	10.10.99 10.10.10	0.20 0.10	- -	- -
J034	D	Incorrect position of the clip - reposition clip and tighten	05.10.20	0.20	-	-
J034	E	Incorrect position of the clip - reposition clip and tighten Drive in/drive out	05.10.20 10.10.10	0.20 0.10	- -	- -
J034	F	Incorrect position of the hose - reposition hose and clip and tighten	18.91.51	0.20	-	-
J034	G	Incorrect position of the hose - reposition hose and clip and tighten Drive in/drive out	18.91.51 10.10.10	0.20 0.10	- -	- -

*Normal Warranty policies and procedures apply*

## Safety Recall J034: Sample Owner Letter

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September 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 voluntary 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 (800-452-4227).

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

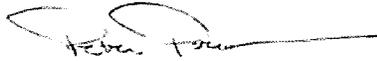
**If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write:**

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