



Safety Recall J027 [NHTSA# 12V-521]: Cracked Fuel Tank Fuel Outlet Mounting Flange

SERVICE BULLETIN

17-DEC-12

No.: 7-070USA

Section: RECALL

Market: USA

THIS SERVICE BULLETIN UPDATES 7-068USA

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 2010-2012 model year Jaguar XF vehicles imported into the United States market. Information relating to the proposed 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 \$6,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Jaguar retailers in the United States and Federalized Territories 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 4,195 2010-2012 model year Jaguar XF vehicles within the listed VIN range are affected.

- XF (X250): R36915-S47091

DESCRIPTION OF DEFECT

A concern has been identified where the fuel tank fuel outlet mounting flange on 5.0L Gasoline engine derivative XF vehicles may crack.

AFFECT ON VEHICLE OPERATION

If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

ACTION TO BE TAKEN

Retailers must use the DDW system vehicle inquiry screen to check for all affected vehicles within the VIN range that are in their control for 'J027' eligibility and refrain from releasing these vehicles for new or used vehicle sale until completing the repairs as per Technical Bulletin J027NAS.

△ NOTE: Retailers are advised that the use of vehicles within the affected VIN list 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.

STATUS CHECKING / VEHICLE IDENTIFICATION

In order to prevent repair duplication, always verify the status of a Recall using the DDW system vehicle inquiry screen prior to carrying out any repair.

SERVICE PROGRAM

Refer to Technical Bulletin J027, *Safety Recall: Cracked Fuel Tank Fuel Outlet Mounting Flange*, for complete Repair Procedure, Parts, and Warranty information.

PARTS SUPPLY

| PART NO. | DESCRIPTION | QTY. | % OF VEHICLES REQUIRING PART* |
|----------|------------------------------|------|-------------------------------|
| C2D25076 | Fuel tank fuel outlet flange | 1 | 100 |
| C2Z7361 | Gasket | 1 | 100 |

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

CLAIM REIMBURSEMENT INFORMATION

△ **NOTE:** Please check DDW to ensure that the vehicle is affected by this Recall prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected.

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Warranty claims should be submitted quoting the Program Code 'J027' together with the relevant Option Code. As Option Codes are used, there is no requirement to enter SRO information; these are displayed for information only. The option that allows for drive in / drive out may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

| PROGRAM CODE | OPTION CODE | DESCRIPTION | SRO | TIME (HOURS) | PARTS | QTY |
|--------------|-------------|---|----------|--------------|----------|-----|
| J027 | B | Fuel Tank Fuel Outlet Mounting Flange - Renew | 19.55.24 | 0.60 | C2D25076 | 1 |
| | | Read and clear DTCs | 86.99.78 | 0.20 | - | - |
| | | C2Z7361 | 1 | | | |
| J027 | C | Fuel Tank Fuel Outlet Mounting Flange - Renew | 19.55.24 | 0.60 | C2D25076 | 1 |
| | | Read and clear DTCs | 86.99.78 | 0.20 | - | - |
| | | C2Z7361 | 1 | | | |
| | | Drive in / drive out | 10.10.10 | 0.10 | - | - |

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 'J027' 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 |
|--------------|-------------|------------------------|-----|--------------|------------------|----------------------|
| J027 | X | Reimbursement to owner | n/a | n/a | ZZZ999 | Dealer 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 Safety Recall J027 are included in this process. Only one (1) claim per vehicle for related damages will be accepted.

Safety Recall J027 - Sample Owner Letter

December 2012

RE: Safety Recall J027 – Cracked Fuel Tank Fuel Outlet Mounting Flange

Vehicle Affected: Jaguar XF

Model Year: 2010-2012

NHTSA Recall Number: 12V-521

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 2010-2012 model year Jaguar XF vehicles. Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified where the fuel tank fuel outlet mounting flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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 replace the fuel tank fuel outlet mounting flange with a revised design of part. 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 J027 completed on your vehicle.

When presenting the vehicle to your Jaguar retailer, we request that the fuel level is below three-quarters (3/4) of a tank.

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 one (1) hour, 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 fuel tank fuel outlet mounting flange 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

Safety Recall JO27 - Technical Q & A

Main Message:

A concern has been identified where the fuel tank fuel outlet flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet flange, drivers will most likely see an amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

Q1 Why is Jaguar recalling certain XF models?

A Jaguar is conducting a voluntary safety recall involving certain 2010-2012 Model Year Jaguar XF 5.0L Gasoline engine derivative vehicles built at the Castle Bromwich (UK) Assembly Plant. Most of the affected vehicles were manufactured between April 2009 and January 2010; however, a small number of 2010-2012 Model Year vehicles have had a fuel tank fuel outlet flange fitted as a service replacement part. Supply of these parts to the aftermarket ended October 23, 2012

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

A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet flange to crack in potential high stress areas.

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

A Customers will notice a fuel odor and liquid fuel may be visible on the ground under the vehicle

Q4 Does this concern affect vehicle safety?

A Jaguar has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source.

Q5 Has Jaguar received many complaints?

A Jaguar Cars has received 17 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 Jaguar's dealer technical field reporting process.

Q8 How long has Jaguar known about this problem?

A A pattern of reports was first noticed in July 2012.

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 carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q10 What has Jaguar done in production?

A Production vehicles have now been fitted with revised fuel tank fuel outlet flange assemblies with a modified flange to prevent stress cracking occurring.

Q11 What will Authorized Repairers do to the vehicles?

A Authorized Repairers will replace the fuel tank fuel outlet flange and the fuel tank will be reassembled using a new fuel tank seal.

Q12 Which vehicles are affected by this recall?

A Certain 2010, 2011 and 2012 Model Year Jaguar XF 5.0L Gasoline engine derivative vehicles built at the Castle Bromwich (UK) Assembly Plant. Most of the affected vehicles were manufactured between April 2009 to January 2010 however, a small number of 2010, 2011, and 2012 Model Year vehicles have had a fuel tank fuel outlet flange fitted as a service replacement part.

Vehicles within the VIN range SAJAA06P7ALR47155 to SAJWA0FB6CLS47091 are potentially affected.

Q13 Are other Jaguar models affected by these actions?

A No other models are known to be affected by this condition.

Q14 Are parts available to rework vehicles?

A Parts are available for Jaguar authorized repairers to conduct this repair

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 XF vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Authorized Repairer 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 one (1) hour to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

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

A Customers are advised to contact a Jaguar Authorized Repairer should they have any concerns relating to the fuel tank on their vehicle

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