



**Safety Recall J042 [NHTSA # 14V-390]:  
Power Steering Hose Attenuator Collapse - Update**

**SERVICE  
BULLETIN**

15-JUL-14

No.: 7-088USA

Section: RECALL

Market: USA

THIS BULLETIN UPDATES 7-087USA

***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 2013-2014 model year Jaguar XF (XFR-S variant only) vehicles imported into the United States market. Information relating to the Recall will be posted on the National Highway Traffic Safety Administration 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 81 2013-2014 model year Jaguar XF (X250; XFR-S variant only) vehicles in the USA are affected. The VIN range of affected vehicles is SAJWA0KZXDMS**78410**-SAJXA0KZ9EMU**34801**.

#### **DESCRIPTION OF DEFECT**

A concern has been identified where vehicles being driven aggressively with frequent high energy steering inputs, the Power Assisted Steering (PAS) hose attenuator at the steering rack end may collapse and cause a restriction in the hose. This restriction of PAS fluid flow can cause loss of the steering power assistance and loss of PAS fluid. The mechanical steering link to the steering wheel and road wheels is maintained at all times.

#### **EFFECT ON VEHICLE OPERATION**

Failure of steering power assistance can lead to greater steering effort being required by the driver, which may as a consequence, lead to an increase in risk of a crash.

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

#### **SERVICE PROGRAM / REWORK ACTION**

Refer to Technical Bulletin J042NAS, *Safety Recall: Power Steering Hose Attenuator Collapse*, for complete repair details.

There will be no charge to owners for this repair.

#### **OWNER NOTIFICATION**

Mailing of owner notification letters will occur on or before 29 August 2014.

#### **ACTION TO BE TAKEN**

Retailers are required to check DDW to ensure a vehicle is affected by Program Code '**J042**' 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.

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 Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

## PARTS

**NOTE:** \* when ordering parts, order only the expected percentage demand of parts identified

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Power steering line - left hand drive (LHD)	C2Z30503	1	100
Sealing ring	XR829167	1	100
Sealing ring	XR829166	1	100
Latch plate bolt	XR853643	1	100
Steering oil	C2P10363	2	100

## TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

## WARRANTY

**NOTE:** Check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action. 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 TOPIx to obtain the latest repair time. 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 'J042' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance may 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)	PARTS / SUNDRY CODE	QTY. / VALUE
J042	D	Replace power steering line (LHD)	57.15.29	1.0	C2Z30503	1
					XR829167	1
					XR829166	1
					XR853643	1
					C2P10363	2
J042	E	Replace power steering line (LHD)	57.15.29	1.0	C2Z30503	1
					XR829167	1
					XR829166	1
		Drive in/drive out	10.10.10	0.1	-	-

*Normal Warranty policies and procedures apply*

## Safety Recall J042: Sample Owner Letter

### IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXXXXX

#### **Safety Recall J042 – Power Steering Hose Attenuator Collapse**

**Vehicle Affected: Jaguar XFR-S**

**Model Year: 2013-2014**

**National Highway Traffic Safety Administration Recall Number: 14V-390**

#### **Dear Jaguar XFR-S Owner,**

This notice is sent to you in accordance with the requirements of the Federal Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in some 2013-2014 model year Jaguar XF (XFR-S variant only) vehicles. Your vehicle is included in this Recall action.

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

A concern has been identified where vehicles being driven aggressively with frequent high energy steering inputs, the Power Steering hose attenuator at the steering rack end may collapse and cause a restriction in the hose. This restriction of power steering fluid flow can cause loss of the steering power assistance and loss of power steering fluid causing the driver to put greater effort into steering, and increase the risk of a vehicle crash. The mechanical steering link to the steering wheel and road wheels is maintained at all times.

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

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will replace the power steering hose with an improved version.

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 J042 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 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 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 Centre 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 Centre  
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 JO42: Technical Q & A

**Main Message: A concern has been identified where vehicles being driven aggressively with frequent high energy steering inputs, the Power Steering hose attenuator at the steering rack end may collapse and cause a restriction in the hose. This restriction of power steering fluid flow can cause loss of the steering power assistance and loss of power steering fluid. The mechanical steering link to the steering wheel and road wheels is maintained at all times.**

**Failure of steering power assistance can lead to greater steering effort being required by the driver, which may as a consequence, lead to an increase in risk of a crash.**

**Q 1** Who do I contact if a member of the press contacts me about this recall?

**A** Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

**Q 2** Why is Jaguar Land Rover Limited recalling certain Jaguar vehicles?

**A** Jaguar Land Rover is conducting a safety recall involving 2013 and 2014 Model Year 5.0L V8 XF (XFR-S) Jaguar Vehicles in the USA and Canada to replace the power steering hose with an improved design. A Service Action K227 was released worldwide to instruct the proactive replacement of the power steering hose with a modified design of part in the first quarter of 2014. Following US sales company feedback concerning the effect on vehicle operation, a decision was made in June 2014 to issue a safety recall uniquely for those vehicles affected by this concern in the United States and Canada.

**Q 3** Can you tell me more about what is wrong with the vehicles?

**A** Where vehicles are being driven aggressively with frequent high energy steering inputs, the power steering hose attenuator at the steering gear end may collapse and cause a restriction in the hose. This restriction of power steering fluid flow can cause loss of the steering power assistance and loss of power steering fluid. The mechanical steering link to the steering wheel and road wheels is maintained at all times.

Failure of steering power assistance can lead to greater steering effort being required by the driver, which may as a consequence, lead to an increase in risk of a crash.

**Q 4** How would the customer become aware of potentially having this concern?

**A** Should a vehicle experience this issue, the driver may experience the need for greater steering effort being required to control the steering of the vehicle.

**Q 5** Does this concern affect vehicle safety?

**A** Restriction of power steering fluid flow can cause loss of the steering power assistance and loss of power steering fluid. The mechanical steering link to the steering wheel and road wheels is maintained at all times. Failure of steering power assistance can lead to greater steering effort being required by the driver, which may as a consequence, lead to an increase in risk of a crash.

**Q 6** Has Jaguar Land Rover Limited received many complaints?

**A** Jaguar Land Rover has received two internal company reports of this issue, both on company owned press launch vehicles.

**Q 7** Have there been any accidents or injuries?

**A** Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

**Q 8** How was the condition discovered?

**A** The condition was discovered through two reports on company press launch vehicles through Jaguar Land Rover's Electronic Product Quality Reporting (EPQR) system.

**Q 9** How long has Jaguar Land Rover known about this problem?

**A** Jaguar Land Rover was first aware of this issue in November 2013. A Service Action K227 was released worldwide to instruct the proactive replacement of the power steering hose with a modified design of part in the first quarter of 2014. Following US sales company feedback concerning the effect on vehicle operation, a decision was made in June 2014 to issue a safety recall uniquely for those vehicles affected by this concern in the United States and Canada.

**Q 10** 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 Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

- Q 11** What has Jaguar Land Rover done in production?  
**A** Jaguar Land Rover have introduced a revised design power steering hose into production.
- Q 12** What will Authorized Repairers do to the vehicles?  
**A** Authorized repairers will fit an improved version of the power steering hose.
- Q 13** Which vehicles are affected by this recall?  
**A** Certain 2013 and 2014 Model Year 5.0L V8 XF (XFR-S) Jaguar vehicles manufactured at Jaguar's (UK) manufacturing plants within the following VIN ranges and dates are potentially effected:
- XF SAJWA0KZXDMS78410 to SAJXA0KZ9EMU34801 USA and Canada (selected vehicles within VIN range) July 02, 2013 to April 11, 2014.
- Q 14** Are other Jaguar Land Rover models affected by these actions?  
**A** No other models are known to be affected by this condition, other than those listed on this document.
- Q 15** Are parts available to rework vehicles?  
**A** Yes, the necessary parts are available for Jaguar authorized repairers to conduct this repair.
- Q 16** How much will the recall cost Jaguar Land Rover?  
**A** Cost was not a factor in deciding to recall these vehicles.
- Q 17** How do I know if my Jaguar 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.
- Q 18** How long does it take for the vehicle 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. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q 19** Can I continue to drive my Jaguar vehicle safely until it has been recalled?  
**A** Customers are advised to contact a Jaguar Authorized repairer should they have any concerns regarding their vehicles.

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