



RECALL ACTION

Recall Action Number: R513v2

Subject ZF Transmission – Incorrect Gear Selection (Vehicles with six-speed transmission only)	Publication No.:	307-R513v2
	Model:	S-TYPE
	Model Year:	2002 to 2004
	VIN Range:	M30183 to M96322
	Model:	XK Series
	Model Year:	2003 to 2004
	VIN Range:	A28203 to A37133
	Model:	New XJ Range
	Model Year:	2003 to 2004
	VIN Range:	G00001 to G13779
Date of Issue:	2 March 2004	

To:	All UK Dealers
For the Attention of:	The Dealer Principal/Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information	R513v2 is issued to amend text (highlighted) in the customer letter.
----------------------------	--

RE: ZF Transmission – Incorrect Gear Selection

Dear colleagues

Issue

A concern has been identified on vehicles within the above VIN ranges that are fitted with the six-speed automatic transmission.

With the vehicle stationary, and Drive (D) is selected, the transmission may select Reverse (R) if there is insufficient oil pressure in the transmission and/or a sticking valve within the transmission. If this condition is present, the vehicle will default to Mechanical Limp Home mode and the Malfunction Indicator Lamp (MIL) will illuminate.

With the vehicle moving in a forward direction, reverse may be obtained without any manual input when the transmission is in first, second or third gear, as a result of transmission fluid loss allowing the pressure within the transmission to diminish. The vehicle will default to Mechanical Limp Home mode. The MIL lamp will illuminate if the transmission fluid pressure falls to below 4.1bar.

Action

On automatic vehicles the Transmission Control Module (TCM) must be re-programmed to the latest condition using Worldwide Diagnostic System (WDS) release JTP 759/28 or later.

All unsold vehicles or vehicles that have not been handed over to the customer must be repaired prior to sale or onward distribution.

Jaguar Cars has taken the decision to recall all vehicles in the above VIN ranges to have the TCM re-programmed. We are writing to customers, with vehicles affected by this Recall, requesting them to contact their nearest dealer as soon as possible to arrange for the TCM to be re-programmed at the earliest opportunity.

The letters to customers will be mailed Wednesday 3rd March 2004 by first class mail: customers should receive their letters progressively from Thursday 4th March 2004. A copy of the customer letter is attached as Appendix 2.

To allow the transmission to adapt to the customer's driving requirements after the TCM has been re-programmed, the vehicle will need to be driven, by the customer, for approximately 50 miles (80 kilometers) without using the sport mode switch. This information is included within the customer letter, but must also be communicated verbally to the customer when the vehicle is booked in for the repair to be undertaken.

The re-programming of the TCM is dependant upon the temperature of the transmission. If the transmission is not within the specified temperature values for the TCM to be re-programmed, you will need to consider the level of courtesy service that should be provided to your customers whilst undertaking this action.

This is an ideal opportunity to ensure that all outstanding Service Actions are completed on all vehicles included within this Recall Action. A list of the current open campaigns is shown as Table 1. Please ensure that you check that the vehicle is applicable to the campaign prior to confirming the booking with your customers so that suitable time and parts are made available prior to the repair visit. This can be done by using the outstanding campaign function within DDW, using your own internal records and by checking the original campaign bulletin. It is also important that you ensure that the repair has not already been completed, as NO repeat campaign claims will be accepted.

Table 1

S146	New S-TYPE Engine Control Module and Quality Inspections
S147	Replacement of Tire Pressure Labels
S148	Correct Space Saver Spare Wheel and Tire Assembly
S149	Rear Suspension Lower Arm Replacement
S151	Supercharger Drive Belt Idler Pulley Loose
S157	V6 Exchange Engine Replacement
S159	Water Ingress into Throttle Position Sensor
S709	Steering Wheel Overheats
S710	TCM/ECM Calibration
S712	Coolant Hose Incorrectly Routed
S713	Coolant Reservoir Bleed Screw Re-torque
S715	Front License Plate Plinth interferes with the Front Park Aid Sensor Operation
S717	Oil Cooler Pipe Wearing on Cross Brace
S838	Front Upper Suspension Mounting Studs

Warranty Information

Warranty claims should be submitted quoting program code R513 together with the relevant option code from Table 2 of this Recall Action. This will result in payment of the appropriate time to re-program the TCM.

The options that allow for drive in/drive out should only be claimed if the vehicle is brought back to the workshop for this action alone to be undertaken.

Table 2

Program Code	Option	Description	SRO	Time	Miscellaneous	Value
R513	B	Re-program TCM	86.93.36	0.4		
R513	C	Re-program TCM Drive in/drive out	86.93.36 10.10.10	0.4 0.1		

Warranty claims should be submitted in accordance with the current Jaguar Warranty Policy and Procedures Manual and its amendments.

Yours faithfully



S C Clift
Director – Service Operations

**Attached: Appendix 1 – Workshop Procedure
Appendix 2 – Example Customer Letter**

Appendix 1

Workshop Procedure

Note: before re-programming the Transmission Control Module (TCM) please ensure that the PTU is docked on the base station, with the base station connected to a mains supply, the vehicle battery is charged to a minimum of 12.5 volts, all Diagnostic Trouble Codes (DTCs) are cleared, and the transmission oil temperature is within the recommended value of between minus 55 degrees Celsius and plus 80 degrees Celsius.

- 1 Open door.
- 2 Ensure ignition is switched off, hand brake is on and selector lever is in Park (P).
- 3 Position WDS alongside the vehicle, switch WDS on and allow software to load.

Note: WDS must be loaded with the latest issue of software

- 4 Connect PTU to vehicle using diagnostic cable.
- 5 Enter the VIN and navigate to the vehicle configuration main menu.
- 6 From the vehicle configuration main menu, navigate to and run the 'Re-configure existing TCM' application.

Note: As part of the re-program process, a pop up screen stating 'select the access route you require' will be displayed, at this point the technician must select 'normal access'.

Note: If the message 'The vehicle does not require re-programming – the latest software is installed. Do you wish to continue?' appears, the dealer MUST SELECT NO. This message indicates that the vehicle has undergone a surge software update and does not require re-programming. No further action is required.

- 7 After successful re-programming of TCM, switch off, disconnect, and return the WDS to the original location.
- 8 Close door.

Appendix 2

Mr. John Sample
123 Main Street
Anywhere,
Any Town
Post Code

VIN Jaguar XJ8 VIN G12345
Registration Number AB02 ABC

Date: Month/Year

SAFETY RELATED RECALL

Dear Sir/Madam

Jaguar is undertaking a no-charge Safety Recall (Program Number R513) to owners of 2002, 2003 and 2004 model year S-TYPE, XK Series and New XJ Range vehicles.

Reason for this Program

Investigations have determined that under certain operating conditions the automatic transmission may fail to properly engage the correct mode of vehicle direction as selected by the driver.

Two things must occur before this can happen:

- The transmission fluid level must be very low.
- The transmission would have defaulted to mechanical limp home mode.
This occurrence would cause the amber secondary warning lamp to illuminate and the '**Gearbox Fault**' message to show in the message center.

Therefore, low fluid in the transmission and the warning lamps must illuminate before this failure would occur.

The failure may cause the transmission to mistakenly select reverse. This could happen with the vehicle stationary or in a forward motion with the gearshift lever in 'D'.

What Jaguar and your dealer will do

Jaguar Cars will re-program the Transmission Control Module with the latest calibration files to ensure that the transmission cannot 'unexpectedly' select reverse in the event of the above conditions occurring.

How long will it take?

The repair is dependant on the temperature of the transmission; therefore, we are unable to advise you of the likely time your dealer will require your vehicle. However, your dealer will try to ensure that your car is with them for the shortest possible time.

What we are asking you to do

Contact your preferred dealer without delay. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter) and vehicle registration number. Ask for a service date for Safety Recall Program R513. If you do not have a servicing dealer, please access: www.jaguar.com for dealer addresses, maps, and driving instructions.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you no longer own the vehicle, it would greatly assist us if you would complete and return the change of information pro-forma attached so that we can trace the present location and ownership of the vehicle.

To allow the **reprogrammed transmission control module** to adapt to your driving requirements, the vehicle will have to be driven for approximately 50 miles (80 kilometers) without using the sport mode switch.

If you have already paid for this service

If you have already paid for this service before the date of this letter, Jaguar is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Jaguar Cars.

If you have concerns

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Jaguar Cars Customer Relationship Center and one of our representatives will be happy to assist you.

Call: 0845 303 2 303, Office Hours: Monday-Friday: 8.30AM – 6PM.

We pride ourselves on becoming the world's leading Consumer Company for automotive products and services. Again, we are sorry for the inconvenience.

Thank you for your attention to this important matter.

Yours sincerely



S C Clift
Director – Service Operations

Z

R513 Automatic Transmission – Incorrect Operation

VEHICLE IDENTIFICATION NUMBER

REGISTRATION NUMBER

- 1 Vehicle sold - new owner details below
- 2 Owner no longer at this address – new owner details below
- 3 Vehicle stolen and not recovered Please tick appropriate box
- 4 Vehicle scrapped/written off

NEW OWNER DETAILS

Please print clearly using capital letters only

Title	
Initials	
Surname	
Address line 1	
Address line 2	
Address line 3	
Address line 4	
Address line 5	
Address line 6	
Postcode	

Please return the completed form in the pre-paid envelope enclosed.