



RECALL ACTION

Recall Action
Number: J005

Subject:

Transmission Selector Cable

Publication No.	307-J005
Country	Japan
Model	S-TYPE
Model Year	2002 to 2006
VIN Range	M45056 to N67153
Model	XK
Model Year	2003 to 2006
VIN Range	A30797 to A49634
Model	XJ
Model Year	2003 to 2006
VIN Range	G00424 to H08119
Date of Issue:	15 August 2007

To:	Jaguar Japan
For the Attention of:	The Managing Director
Copies To:	The Service/Aftersales Director/Manager The Parts Director/Manager

RE: Automatic Transmission Selector Cable

A potential concern has been identified with a small number of automatic transmission selector cable fixing bolts fitted to the 2002 to 2006MY S-TYPE, 2003 to 2006MY XK and XJ vehicles becoming loose or detached. Investigation indicates that the cause is due to the automatic transmission selector cable abutment bracket fixings loosening and in some cases one or both dropping out of the transmission housing.

The customer will initially experience stiff operation of the transmission selector lever, and the transmission may stick in the 'P' position. It is possible that the transmission selector lever, although stiff to operate, can be moved to one gear position but the illuminated gear selector indicates another position. For example, if the driver selects 'D' by moving the gearshift selector lever, but the transmission 'PRND' display may still indicate 'N'.

Action to be taken

Jaguar Cars Ltd. has taken the decision to recall affected vehicles to re-fix or renew the abutment bracket bolt(s). The Workshop Procedure is attached as Appendix 1.

You are requested to contact owners of affected vehicles, following procedures that are appropriate to your market and as required by local legislation; requesting that the owner contact their nearest dealer, as soon as possible, to arrange for the bolts to be checked and replaced, as necessary. A sample customer letter is attached as Appendix 2; the letter should be adapted to the requirements of your market.

At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field 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.

Please check DDW to ensure that the vehicle is affected prior to undertaking any rework action. Should you need a listing of the affected vehicles please contact the Field Actions team at jircamp@jaguar.com. All requests should be forwarded via the National Sales Company.

For information purposes, a Technical Question and Answer document is attached as Appendix 3.

Parts Information

The part listed in table 1 should be ordered from Jaguar Parts Operations in the normal manner.

Table 1

Part Number	Description	Qty
C2C 22081	Abutment Bracket Bolt	2 (maximum)

Warranty Information

Warranty claims should be submitted quoting the program code **J005** together with the relevant option code from table 2. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes. As option codes are used, there is no requirement for you to enter parts or SRO information; these are repeated here for information only.

Table 2

Program code	Option	Description	SRO	Time	Parts	Qty
J005	B	If both bolts present, remove bolts, apply Loctite, refit both bolts and tighten	44.91.32	0.2	N/A	N/A
J005	C	If both bolts present, remove bolts, apply Loctite, refit both bolts and tighten Drive in/drive out	44.91.32 10.10.10	0.2 0.1	N/A	N/A
J005	D	If one bolt missing, remove remaining bolt, apply Loctite, refit both bolts and tighten	44.91.32	0.2	C2C 22081	1
J005	E	If one bolt missing, remove remaining bolt, apply Loctite, refit both bolts and tighten Drive in/drive out	44.91.32 10.10.10	0.2 0.1	C2C 22081	1
J005	F	If both bolts missing, apply Loctite, install two new bolts and tighten	44.91.32	0.2	C2C 22081	2
J005	G	If both bolts missing, apply Loctite, install two new bolts and tighten Drive in/drive out	44.91.32 10.10.10	0.2 0.1	C2C 22081	2

NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current Jaguar Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.

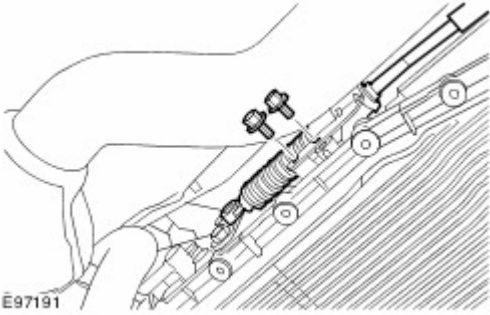
Yours faithfully



K Phelps
Director - Service Operations

**Attached: Appendix 1 – Workshop Procedure
Appendix 2 – Sample Customer Letter
Appendix 3 – Technical Q & A**

Appendix 1 – Workshop Procedure

Item	Description	
1	Raise vehicle on lift.	
2	Remove the two bolts securing the selector cable bracket to the transmission housing, clean threads and apply locking compound (Loctite 243). (see Fig. 1).	
		Fig. 1
3	Install and tighten the two bolts to 8 Nm (6 lbf.ft).	
4	Lower vehicle on lift.	

Appendix 2 – Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN): ??????

Registration Number: ???????

Date: Month/Year

IMPORTANT 2002 to 2006 Model Year S-TYPE, 2003 to 2006 Model Year XK and XJ Vehicles SAFETY RELATED RECALL

Subject: Automatic Transmission Selector Cable

Dear Sir/Madam

Jaguar Cars is undertaking a no-charge Safety Recall (Program Number J005) to owners of 2002 to 2006 model year S-TYPE and 2003 to 2006 model year XK and XJ vehicles.

Reason for this program

The gearshift indication lamp 'R' is illuminating even though the gearshift selector lever is stuck in the 'P' position. Investigation indicates that the cause is due to the automatic transmission selector cable abutment bracket fixings loosening and in some cases one or both dropping out of the transmission housing.

The driver will initially experience stiff operation of the transmission selector lever, and the transmission may stick in the 'P' position. It is possible that the transmission selector lever, although stiff to operate, can be moved to one gear position but the illuminated gear selector indicates another position. For example, if the driver selects 'D' by moving the gearshift selector lever, but the transmission 'PRND' display may still indicate 'N'.

What Jaguar and your dealer will do

Jaguar Cars Ltd. is carrying out a voluntary recall of the vehicles mentioned above. The Jaguar dealerships will carry out the necessary repair on your behalf.

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 up to 30 minutes although your dealer may need your vehicle for a longer time due to service scheduling requirements.

What we are asking you to do

Contact your preferred Jaguar dealer without delay. Provide the dealer with your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number. Ask for a service date for Recall Program J005. 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 to the dealer, please show this letter to the dealer. If you misplace this letter, your dealer will still do the work, free of charge.

If you no longer own the vehicle we would be grateful if you will complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Cars Ltd. **immediately** in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

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

If you have any queries or concerns that your local dealer cannot address, please contact Jaguar Japan Customer Relationship Centre on free dial 0120-922-772 and one of our representatives will be happy to assist you. Our opening times are:


Monday – Friday 09:00 to 17:00

This recall action is being undertaken in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this Recall Action.

We ask that you please treat this matter with the urgency it requires. Jaguar Cars Ltd. regrets any inconvenience this recall may cause and thanks you for your co-operation.

Yours sincerely

Appendix 3 – Technical Q & A

<h1>Technical Q&A</h1>	
FOR USE ON INQUIRY	
Jaguar Recall - J005	
2002 – 2006 MY S-TYPE, 2003 – 2006 MY XK, 2003 – 2006 MY XJ	
Transmission Selector Cable Fixings (Japan Only)	

Main Message: The automatic transmission selector cable abutment bracket fixings may come loose and in some cases one or both are dropping out of the transmission housing.

The driver will initially experience stiff operation of the transmission selector lever, and the transmission may stick in the 'P' position and not release. If these warnings are ignored, it is possible that the transmission selector lever, although stiff to operate, can be moved to one gear position but the illuminated gear selector indicates another gear position. Uniquely, in Japan, this condition requires vehicle manufacturers to conduct a recall to remedy the condition even though there is no apparent risk to safety.

- Q1 Why is Jaguar recalling certain XK, XJ and S-TYPE Models?**
 A In line with the Japanese government and Japanese Automotive Importers Association agreement, Jaguar is recalling the 2002-2006MY S-TYPE, 2003-2006MY XK and 2003-2006MY XJ vehicles to remove the fastenings, apply a thread lock adhesive (Loctite 243) and re-fasten to the specified torque.
- Q2 Can you tell me more about what is wrong with the vehicle?**
 A In some cases the gearshift selector cable abutment bracket screws are found to be loose, generally this causes some difficulty with gear selection and can in some cases leave the vehicle stuck in park.
- Q3 How would the customer become aware of potentially having this concern?**
 A The driver will initially experience stiff operation of the gearshift selector lever, the vehicle may stick in the 'P' position and not release. If these warnings are ignored, it is possible that the transmission selector lever, although stiff to operate, can be moved to one gear position but the illuminated gear selector indicates another gear position.
- Q4 Does this recall affect vehicle safety?**
 A No, based on the overt warnings and the likelihood of the lever sticking in the 'P' position, this condition is highly unlikely to impair safe operation of the vehicle.
- Q5 How was the condition discovered?**
 A Jaguar Cars received an enquiry from the Japanese Government's Ministry for Land, Infrastructure and Transport (MLIT).
- Q6 Have there been any accidents or injuries?**
 A There have been no accidents or injuries that we are aware of.

Q7 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?

A We have no concerns with the reliability of the transmission selector cable bracket fixings.

Q8 What will authorized repairers do to the vehicles?

A Remove the fastenings, apply a locking compound (Loctite 243) and re-fasten to the specified torque.

Q9 Which vehicles are affected by this recall?

A 2002-2006MY S-TYPE, 2003-2006MY XK and 2003-2006MY XJ vehicles.

Q10 Are other Jaguar models affected by these actions?

A No other Jaguar models are affected by this concern other than those identified.

Q11 Are parts available to rework vehicles?

A Parts will be available at campaign launch.

Q12 How much will the recall cost Jaguar?

A Cost is never a factor in Jaguar's decisions to recall vehicles.

Q13 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles will receive a letter shortly inviting them to contact a Jaguar authorized repairer for the work to be carried out.

Q14 How long does it take for the car to be inspected and repaired?

A The work to be carried out will vary in time depending on the vehicle type and repair required but for the majority of the vehicles the repair work will be completed in approximately 30 minutes. Naturally, due to dealer schedules, vehicles may be required for longer.

Q15 Can I continue to drive my XK, XJ or S-TYPE vehicle safely until it has been recalled?

A Customers should be aware of the potential stiffness of the gearshift selector lever, if a driver does experience stiff operation of the gearshift lever, they should contact their Jaguar Dealer/Authorized Repairer who can inspect and remedy as required.

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