



MODEL
XJ, XK

DATE
31 DEC 2008

NUMBER
S509
(Issue: 5)

Service

TECHNICAL BULLETIN

Service Action S509 is now closed.

Warranty claims must be submitted and accepted for payment prior to 31 December 2008.

The Repair Procedure outlined in this Technical Bulletin *does* remain valid for the repair of a vehicle exhibiting the concern as outlined.



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TECHNICAL BULLETIN

THIS SERVICE ACTION HAS CLOSED EFFECTIVE 31 DEC 2008

SECTION: 310

Service Action: Fuel Filler Cap Difficult to Install / Check Engine MIL on - Revised Fuel Filler Cap

AFFECTED VEHICLE RANGE:

XJ (X308)	VIN:	F20644 - F35295
	Model Year:	2001 - 2003
XK (X100)	VIN:	A11051 - A35295
	Model Year:	2001 - 2003

CONDITION SUMMARY:

Situation: A potential issue has been identified with the fuel filler cap on 2001 - 2003 model year XJ and XK vehicles within the above VIN ranges. It may be difficult for some individuals to properly seat the fuel filler cap since the operation is very stiff. This is caused by a large lead angle on the fuel filler cap and can result in a high torque being required to fully seat the fuel filler cap correctly.

Incorrectly installed fuel filler caps can lead to a vapor leak and result in the 'check engine' MIL being displayed.

Jaguar Cars will be contacting owners of affected vehicles. A sample copy of the customer letter is attached for reference.

Action: Install a revised fuel filler cap on all 2001 - 2003 model year XJ and XK vehicles within the above VIN ranges after verifying that the Service Action has not been completed on the vehicle in question.

PARTS:

NJD 5942AF	Tethered fuel cap - XK	Qty: 1
NNG 5942AG	Tethered fuel cap - XJ	

TOOLS:

No special tools required

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers." If you are not a Dealer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether the bulletin applies to a specific vehicle.



TECHNICAL BULLETIN

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WARRANTY:

△ NOTE: DDW must be checked to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected. Refer to the

△ 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 to replace the fuel filler cap should be submitted using Program Code **S509** and the appropriate Option Code (**B, C, D, or E**). This will result in payment of the stated time and reimbursement for the fuel filler cap replacement. As option codes are used, there is no requirement to enter parts or SRO information; these are shown for information only.

The option that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

This Service Action is valid for a limited time only. Repairs must be complete and warranty claims accepted for payment prior to the **31 December 2008** expiration date.

Program Code	Option	Description	SRO	Time (hours)	Part Number	Qty
S509	B	XK - Replace Fuel filler cap	19.55.03	0.20	NJD 5942AF	1
S509	C	XK - Replace Fuel filler cap	19.55.03	0.20	NJD 5942AF	1
		Drive in / Drive out	10.10.10	0.10		
S509	D	XJ - Replace Fuel filler cap	19.55.03	0.20	NNG 5942AG	1
S509	E	XJ - Replace Fuel filler cap	19.55.03	0.20	NNG 5942AG	1
		Drive in / Drive out	10.10.10	0.10		

Normal warranty policy and procedures apply.

REPAIR PROCEDURE

REPLACE THE FUEL FILLER CAP

1. Open fuel filler door.
2. Remove fuel filler cap and tether.
3. Install **new** fuel filler cap and tether.
4. Close fuel filler door.

May 9, 2008

RE: S509 Service Action - Replace Fuel Filler Cap with Revised Design

Dear Jaguar Owner:

Jaguar Cars has determined that all 2001 - 2003 model year Jaguar XJ and XK vehicles are equipped with fuel filler caps which may require an increased effort to tighten sufficiently. Audible clicks should be heard indicating that the cap is properly sealed. If you are a recipient of this notice and an owner of one of these vehicles, this letter is to inform you that your vehicle is included in this Service Action and that Jaguar's records indicate that it has not been repaired under the program.

What your dealer will do:

Your authorized Jaguar Dealer will install, free of charge, a new improved fuel cap which has been designed to make it easier to tighten to the correct torque value (achieved by hearing the clicks as the cap is tightened).

How long will it take?

It should take approximately 15 minutes to fit the new cap and tether. However, due to scheduling considerations, your dealer may require additional time.

What should you do?

At your earliest convenience, please contact your authorized Jaguar Dealer for an appointment to complete the necessary repair to your vehicle. To assist your Dealer, please have your Vehicle Identification Number (VIN) available.

Present this letter to your dealer when you arrive for the inspection.

Moved or no longer own a Jaguar?

Kindly complete and mail the enclosed card.

Attention Leasing Agencies

Please forward this Service Action notice to the lessee within 10 days.

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.

Should you have the need to contact Jaguar Cars by mail, please use the following address:

Jaguar Cars
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

What you should do if you have further questions?

Should you have any questions regarding this Customer Satisfaction Program or need assistance in locating your nearest authorized Jaguar Dealer, please contact the Jaguar Cars Customer Relationship Centre at:

800-4JAGUAR (800-452-4827).

You can also contact Jaguar Cars by visiting the web site www.jaguarusa.com and sending us an e-mail from the 'Contact Us' section.

Sincerely



Stephanie P. Lutz
Customer Satisfaction Manager