



# SERVICE ACTION

Service Action Number:  
S514

Subject

## Throttle Closed Position Operation

Publication No.:	303-S514
Model:	XK Series N/A vehicles
Model Year:	1997 to 1998
VIN Range:	001036 to 031302
Model:	XK Series SC vehicles
Model Year:	1998.75 to 1999
VIN Range:	024695 to 042775
Model:	V8 XJ Series N/A vehicles
Model Year:	1998
VIN Range:	812256 to 853935
Model:	V8 XJ Series SC vehicles
Model Year:	1998 to 1999
VIN Range:	812256 to 878717
Date of Issue:	13 May 2004

<b>To:</b>	<b>All Jaguar UK Authorized Repairers</b>
<b>For the Attention of:</b>	<b>The Managing Director</b>
<b>Copies to:</b>	<b>The Service/Aftersales Director/Manager The Parts Director/Manager</b>

### RE: Throttle closed position operation

Dear Colleagues

A concern has been identified with the throttle operation on a number of vehicles in the above VIN range. Under exceptional circumstances this concern could cause the engine to cut out, although the engine will continue to be driven by the road wheels through the transmission and drive the ancillaries, so there will be no loss of power steering, brakes, air conditioning, etc. The engine should restart without difficulty once the vehicle has come to a complete standstill.

### Action to be taken

To aid in the identification of repairs required by vehicle, Table 1 of this Service Action provides a breakdown of the repair required by model year, model description, and VIN range. See Workshop Procedure attached as Appendix 1.

For those vehicles that require the ECM to be reprogrammed, Worldwide Diagnostic System (WDS) release JTP759/31, or later, should be used.

**Table 1**

Model Year	Model Description	VIN Range	Repair Required
1997 to 1998	XK Series N/A	001036 to 020734	Reprogram ECM
1998	V8 XJ Series (both N/A and SC)	812256 to 819771	Reprogram ECM
1998	XK Series N/A	020735 to 031302	Replace throttle body
1998.75 to 1999	XK Series (SC)	024695 to 042775	Replace throttle body
1998	V8 XJ Series N/A only	819772 to 853935	Replace throttle body
1998 to 1999	V8 XJ Series SC only	819772 to 878717	Replace throttle body

You are requested to make contact with the drivers of the affected vehicles and request that the vehicle be made available, at the driver's earliest convenience, for the modification to the throttle operation to be undertaken. A sample customer letter is attached as Appendix 2.

**Parts information**

The following parts, if required, should be ordered through Jaguar Parts Operations following the normal procedure.

**Table 3**

Description	Part Number	Quantity
Throttle body	C2A 1470 EK	1
Gasket	NNE 3021AC	1

**Parts Supply information**

- All orders will be blocked automatically to allow for vetting. They will be released daily by Unipart once vetted.
- All orders must be placed four working days prior to the vehicle being booked in. This will allow for the vetting and delivery cycle to be completed.
- Orders should only be raised for vehicles booked in for the throttle body replacement.

**Warranty information**

**Labor time information**

**Table 4**

Description	SRO	Time
Reprogram ECM	86.99.13	0.4
Replace throttle body and gasket	19.91.65	0.5
Drive in/drive out	10.10.10	0.1

Warranty claims should be submitted quoting program code S514 together with the relevant option code from Table 5 of this service action. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes.

The options that allow for drive in/drive out can only be claimed if the vehicle has been brought in to the workshop for this action alone to be undertaken.

**Table 5**

Program Code	Option	Description	SRO	Time (Hours)	Part Number	Description	Qty
S514	B	Reprogram ECM	86.99.13	0.4			
S514	C	Reprogram ECM	86.99.13	0.4			
		Drive in/drive out	10.10.10	0.1			
S514	D	Replace throttle body and gasket	19.91.65	0.5	C2A 1470 EK NNE 3021AC	Throttle body Gasket	1 1
		Replace throttle body and gasket	19.91.65	0.5	C2A 1470 EK NNE 3021AC	Throttle body Gasket	1 1
S514	E	Drive in/drive out	10.10.10	0.1			

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

Yours faithfully



S C Clift  
Director – Service Operations

**Attached: Appendix 1 – Workshop Procedure**  
**Appendix 2 – Sample Customer letter**

**Appendix 1 – Workshop Procedure**

**Re-program ECM**

- 1 Position WDS alongside vehicle, switch Portable Test Unit (PTU) 'ON' and allow software to load.

**Note: Ensure WDS is loaded with software release JTP 759/31 or later.**

- 2 Connect PTU to vehicle using diagnostic cable.
- 3 Enter vehicle VIN and navigate to configuration main menu.
- 4 Select and run 're-configure existing ECM' application.
- 5 After the re-configuration of ECM is complete, switch 'OFF' PTU, disconnect from the vehicle and return WDS to original location.

**Replace throttle body**

- 1 Disconnect the battery ground cable; refer to Global Technical Reference (GTR), Workshop Manual, section 414-01.
- 2 Remove the air cleaner cover/intake assembly.
- 3 Disconnect the connectors and vacuum pipe.

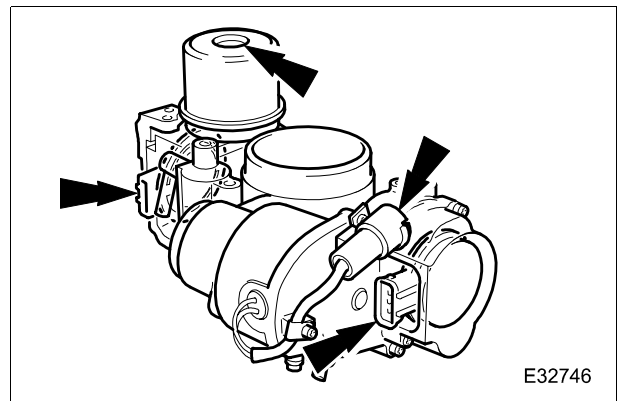


Fig. 1

- 4 Rotate the throttle quadrant to allow disconnection of the inner cable.

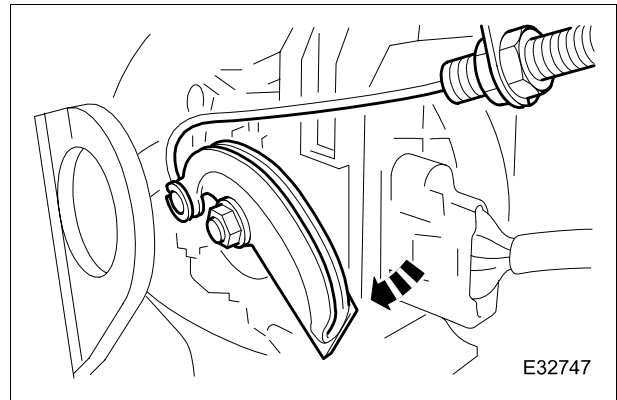


Fig. 2

- 5 Release the throttle cable-locking nut and displace the outer cable from the abutment bracket.

**Note: Do not disturb the adjusting nut.**

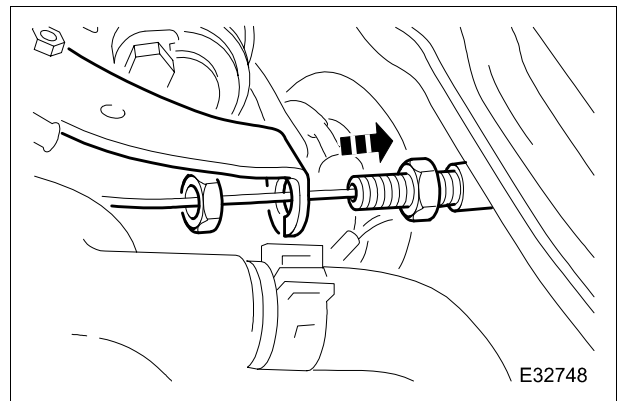


Fig. 3

- 6 Remove the coolant hoses and install suitable blanking plugs.

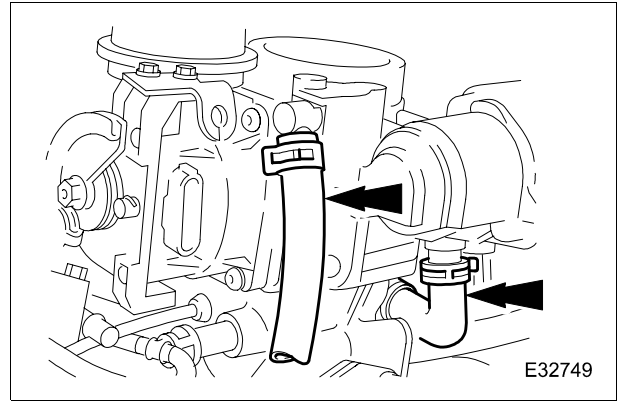


Fig. 4

- 7 Release the connector from the bracket under the left hand side of the assembly.

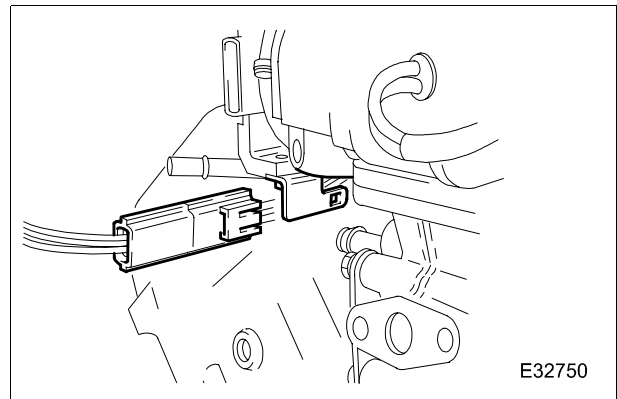


Fig. 5

- 8 Remove the throttle body to induction elbow securing bolts.

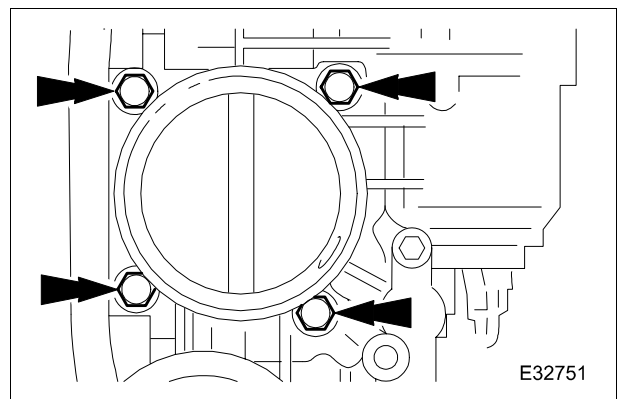


Fig. 6

- 9 Remove the throttle body from the induction elbow, discard the gasket, and blank off the inlet tract to prevent ingress of foreign matter.

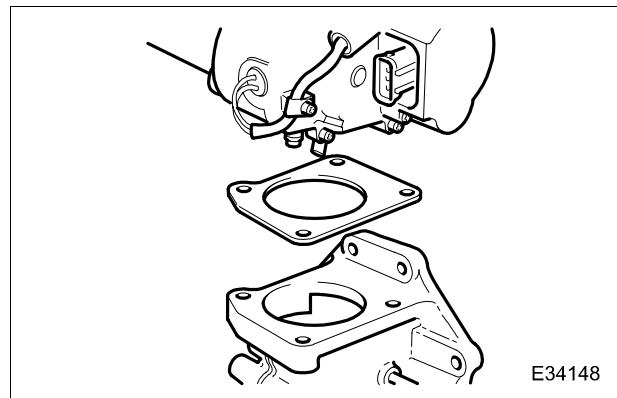


Fig. 7

- 10 Remove the throttle cable and intake duct bracket.

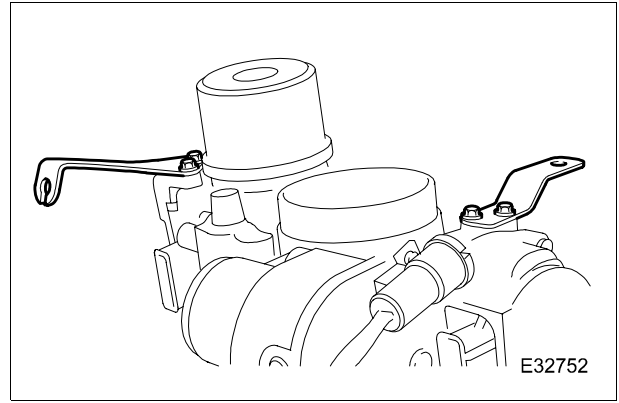


Fig. 8

**Note:** You are requested to cut the wires to the motor of the displaced throttle body to make the throttle body inoperative and then discard.

**Installation**

- 11 Install throttle cable and intake duct brackets.

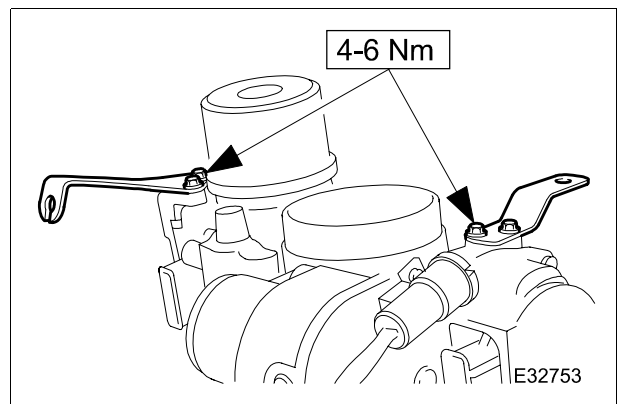


Fig. 9

- 12 Install new throttle body gasket. Install new throttle body.

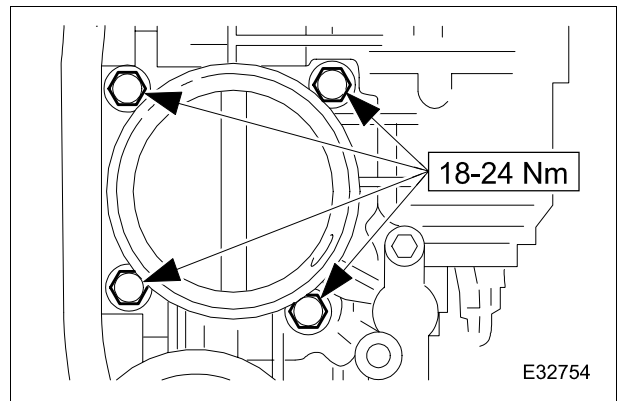


Fig. 10

**Note:** The new throttle body has a molykote coating and can not be cleaned. The new throttle bodies can be identified by a sticker. See Fig. 11.

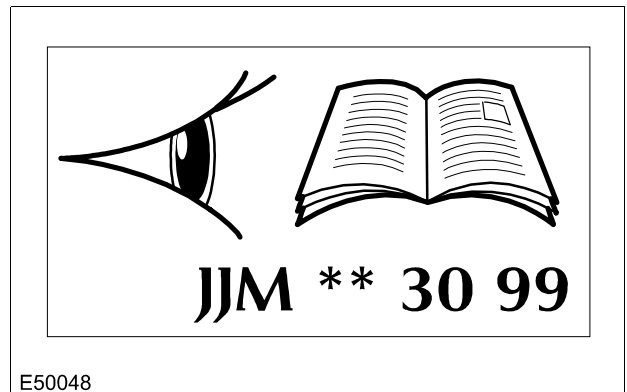


Fig. 11

- 13 Install connector.

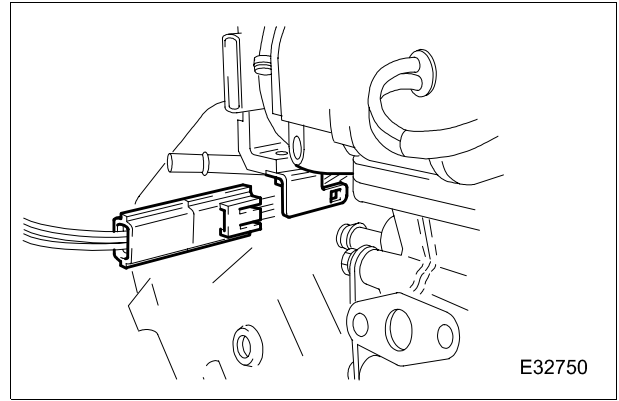


Fig. 12

- 14 Install coolant hoses.

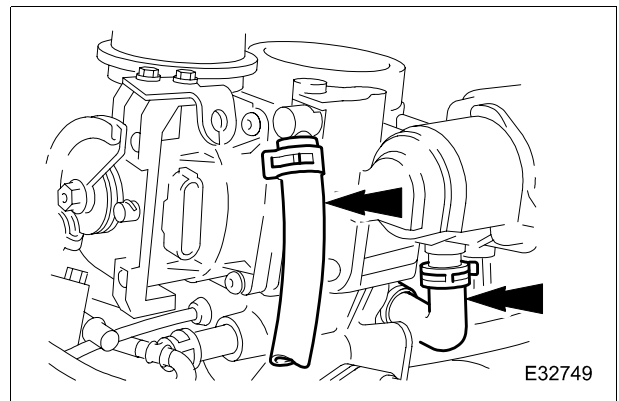


Fig. 13

- 15 Reposition outer cable to abutment bracket and install, but do not fully tighten, the adjusting nut.

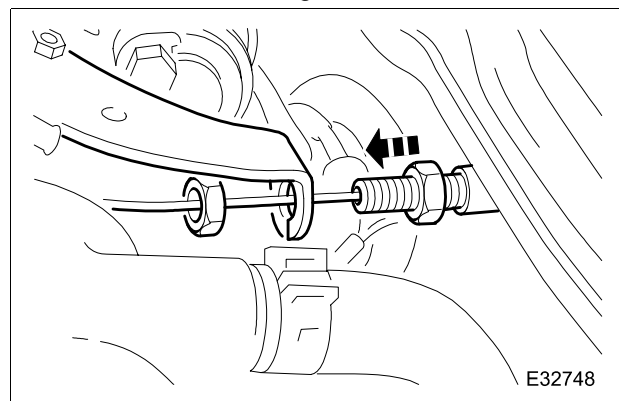


Fig. 14

- 16 **Caution: Under no circumstances should the quadrant be held clear of the throttle stop by cable tension. Ensure there is no tension or slack in the cable.**

Install the throttle cable. Tighten the locknut without altering the setting or introducing any twist into the outer cable.

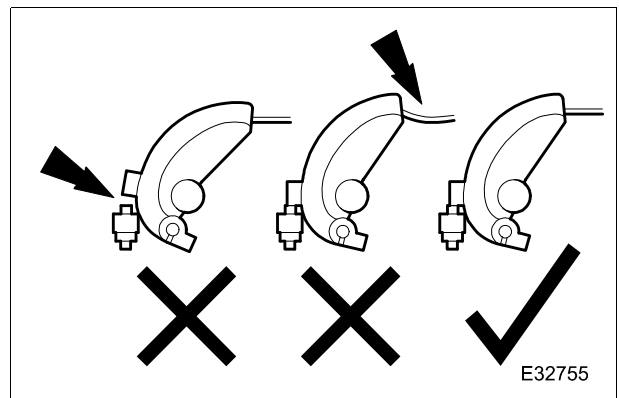


Fig. 15

- 17 Connect the connectors and the vacuum pipe.

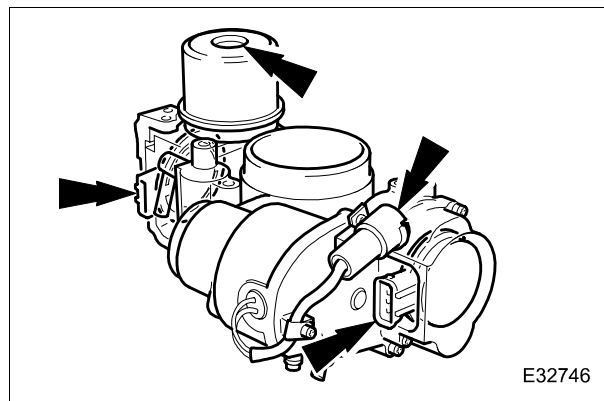


Fig. 16

- 18 Install air cleaner cover/intake assembly.  
19 Check the coolant level and top up if required.  
20 Reconnect the battery ground cable, refer to Global Technical Reference, Workshop Manual, section: 414-01.

**Appendix 2 - Sample Customer Letter**

Mr John Sample  
123 Main Street  
Anywhere  
Any Town  
Post Code

**Ref. Jaguar XK/V8XJ Registration AB03 ABC, Vehicle Identification Number (VIN) 001036/812256**

Jaguar is providing a no-charge Customer Satisfaction Program (Program Number S514) to owners of 1997 to 1999 model year XK Series vehicles and 1998 to 1999 model year V8 XJ Series vehicles.

**Reason for this program**

A concern has been identified with the throttle operation on a number of vehicles that could include your vehicle. Under exceptional circumstances this concern could cause the engine to cut out, although the engine will continue to be driven by the road wheels through the transmission and drive the ancillaries, so there will be no loss of power steering, brakes, air conditioning, etc. the engine should restart without difficulty once the vehicle has come to a complete standstill.

This concern can be rectified by a modification to the throttle operation of your vehicle, removing the potential for this concern to arise. Although it is most unlikely that you will have experienced any concerns with the functionality of the throttle in your vehicle, Jaguar have advised us that the engine management throttle strategy does not meet expected durability requirements.

Jaguar encourages you to schedule an appointment with your dealer for your vehicle to be reworked free of charge.

**What Jaguar and your dealer will do**

Your vehicle will be repaired to modify the throttle operation at no charge to you, under the terms of this program.

**How long will it take?**

The time to complete the repair on your vehicle is approximately one hour. However, due to service scheduling requirements, your vehicle could be required for a longer period of time.

**What we are asking you to do**

Call us, or your preferred 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 and whether parts are in stock for Customer Satisfaction Program S514. If you do not have a servicing dealer, please access [www.jaguar.com](http://www.jaguar.com) for dealer addresses, maps, and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

If you bring your vehicle in, present this letter. If you misplace this letter the work will still be completed free of charge.

**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 Jaguar's representatives will be happy to assist you.

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

Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal