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By delia.lopez at 11:52 am, Nov 12, 2010



Service Program

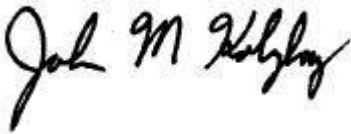
Jaguar authorized repairers will ensure the wiper arm is fitted securely onto the spindle and the securing nut will be tightened to the correct torque.

There will be no charge to owners for this repair.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report.

Please contact John Kobylarz at 201-818-8034 or at jkoby1@jaguarlandrover.com for further information.

Sincerely,

A handwritten signature in black ink that reads "John M. Kobylarz". The signature is written in a cursive style with a large initial "J" and "K".

John Kobylarz
Automotive Safety Office
Jaguar Land Rover North America, LLC

Attachment

49 CFR Part 573 - DEFECT INFORMATION REPORT
RECALL J019 – 2010 and certain 2011 Model Year Jaguar XJ vehicles

573.6 (c) (1) - Manufacturer Identification

Manufacturer Corporate Name

Jaguar Cars Ltd
Abbey Road
Whitley
Coventry
England
CV3 4LF

Affiliated U.S. Importing Company

Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, New Jersey, 07430

573.6 (c) (2) - Potentially Affected Vehicles

2010 and certain 2011 Model Year Jaguar XJ vehicles built at the Castle Bromwich (UK) Assembly Plant from July 28, 2009 through to November 03, 2010 within VIN range SAJAC1225ANV00001 to SAJWA1CB9BLV14247 are potentially affected.

573.6(c) (2) (iv) – Part Numbers, Components affected and Components Final Country of Manufacture

Part Numbers – C2Z2264 Drivers Wiper Arm
C2Z2265 Passengers Wiper Arm

This is a vehicle assembly plant process issue and no supplier is involved.

The UK is the final country of manufacture.

573.6 (c) (3) - Estimated Population of Vehicles Potentially Affected

6475 vehicles in the United States and Federalized Territories.
(Selected vehicles within stated VIN range)

573.6 (c) (4) - Estimated Percentage of Affected Vehicles with the Condition

Unknown.

573.6 (c) (5) - Description of the Defect

The front wiper arm to spindle fixings fitted to Jaguar XJ 2010 and certain 2011 Model Year vehicles may suffer torque relaxation. Torque relaxation of the securing nut could potentially result in loss of wiper arm synchronization which can cause clash of the arms. If the wiper arms lose synchronization and clash, they could detach from the vehicle and, in certain circumstances, the driver's forward vision could be impaired. This may increase the risk of crash.

573.6 (c) (6) - Chronology of Events

On October 06, 2010 Jaguar received a dealer field report through its Electronic Product Quality Reporting (EPQR) system stating that a Jaguar XJ vehicle wiper arm had detached from the vehicle. Another EPQR dealer field report on October 07, 2010 stated that another wiper arm had detached from another Jaguar XJ vehicle.

Jaguar Engineers carried out a detailed investigation into the cause of the wiper arm detachments and, on November 01, 2010, concluded that the manufacturing process to attach the wiper arm to the spindle was insufficiently controlled such that torque below that specified could be imparted on the fixing. Through torque relaxation the securing nut could become loose. A stop shipment notification was issued by the vehicle assembly plant.

On the November 04, 2010 the concern was reviewed by the Jaguar Field Review Committee (FRC) and Jaguar decided to voluntarily conduct a safety recall for the vehicles to ensure the wiper arms are fitted securely onto the spindle and the correct torque applied to the fixings.

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

573.6 (c) (8) (i) Manufacturer's Remedy Program and Reimbursement Plan

Owners will be notified and instructed to take their vehicle to a Jaguar approved repairer to ensure the wiper arm is fitted securely onto the spindle and the securing nut is tightened to the correct torque.

There will be no cost to the customer for this recall action.

573.6 (c) (8) (ii) Estimated Notification Date to Owners and Dealers

Mailing of owner notification letters will occur during the week of December 13, 2010. Notification to dealers will occur on November 17, 2010.

573.6 (c) (10) -- Notices, Bulletins, and Other Communications Related to the Defect

Jaguar does not plan to make a public statement concerning the subject matter of this action. A copy of the notification letters to dealers and owners from Jaguar will be forwarded when available.

573.6 (c) (11) -- Recall Number

Jaguar has assigned recall number J019 to this recall action.