

J072NAS1

**TECHNICAL BULLETIN**

09 FEB 2018



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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 Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**INFORMATION****SECTION:**

501-20B: Supplemental Restraint System

**SUBJECT/CONCERN:**

SAFETY RECALL: Takata Passenger Airbag

**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
XF (X250)	2010-2011	R44060-R99933	Castle Bromwich
XF (X250)	2011-2013	S00026-S99885	Castle Bromwich
XF (X250)	2013-2015	U00098-U88784	Castle Bromwich

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**MARKETS:**

NORTH AMERICA

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**CONDITION SUMMARY:****SITUATION:**

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range. These vehicles are equipped with certain airbag inflators assembled as part of the passenger frontal airbag modules, and used as original equipment or replacement equipment.

In the event of a crash necessitating deployment of the front airbags, these inflators may rupture due to propellant degradation occurring after long-term exposure to absolute humidity and temperature cycling. An inflator rupture may result in metal fragments striking the vehicle occupants, resulting in **serious INJURY or DEATH**.

This interim Technical Bulletin is released to support retailers where Customers may have serious concerns when they receive interim defect notifications due to be mailed 28 February 2018.

This Recall Action provides for the replacement of the passenger airbag until such time as Customers are notified of the availability of the remedy part. Customers may raise concerns or feel that they cannot continue to use their vehicle in an unrepaired state.

Immediate advice to Customers, repeated here for ease of reference, is: 'Jaguar Land Rover North America is not aware of any case of airbag module rupture on our vehicles. Nonetheless, if you are uncomfortable while waiting for the repair, you may elect to avoid having a passenger sit in the front passenger seat until the recall repair has been performed.'

**ACTION:**

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Where Customers are unwilling to adhere to the above advice, to support Customers and provide reassurance, in the first instance, make sure that the vehicle is included in this Safety Recall. Once the VIN is confirmed as eligible, the process identified in the Workshop Procedure is to be followed.

**PARTS:****NOTES:**

- Order only the expected percentage demand of parts identified.
- The serial number of the replacement airbag installed into the vehicle must be recorded/entered in the customer and/or technician verbatim field of each claim submitted. Retailers should also keep a record of the installed airbag serial number.

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED PERCENTAGE DEMAND
Airbag module	C2Z32119	1	100
Nut and washer	C2P2765	8	100

**SPECIAL DISPLACED PARTS HANDLING PROCEDURE:**

Displaced parts require special handling and/or shipping procedures.

- CANADA: see TOPIx Workshop Manual section 501-20B: Supplementary Restraint System > General Procedures > Airbag Disposal.
- USA: refer to Service Bulletin 7-127USA for details.

**SPECIAL TOOLS:**

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

**WARRANTY:****NOTE:**

Check DDW to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that **all** outstanding Recall and 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.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

Warranty claims must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
J072	B	Passenger airbag - Renew	76.73.37	1.9	C2Z32119 C2P2765	1 8
J072	C	Passenger airbag - Renew	76.73.37	1.9	C2Z32119 C2P2765	1 8
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

#### WORKSHOP PROCEDURE:

#### NOTE:

Airbag may also be referred to as Air Bag in TOPIx.

1



Locate the label on the rear side of the replacement passenger airbag module.

2

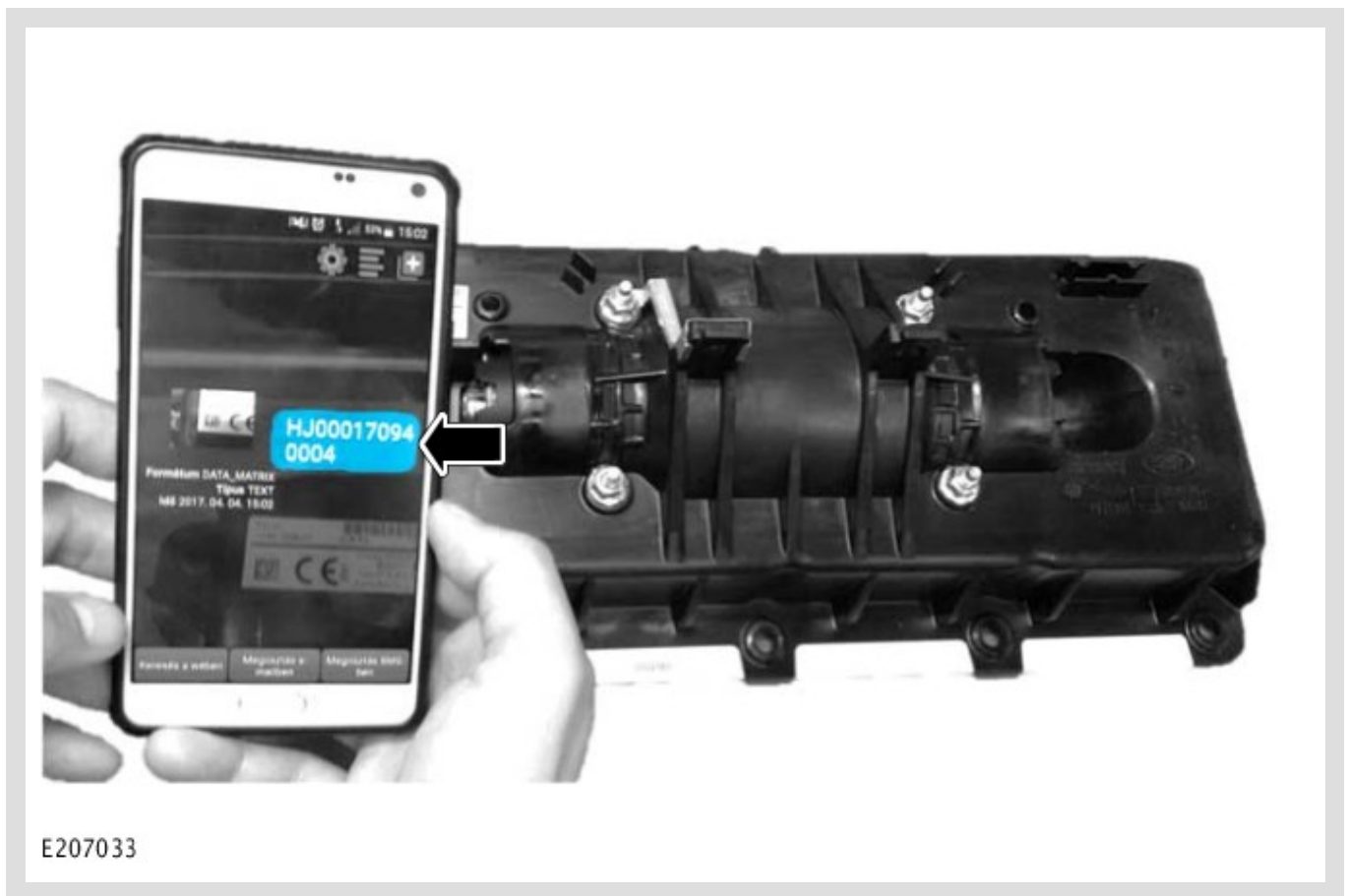


Locate the QR code on the label as illustrated.

3

### NOTES:

- Record the replacement airbag serial number on the claim verbatim.
- If access to a smartphone or tablet with a QR scanner is not possible, take a clear photograph of the QR label and email to [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the Vehicle Identification Number (VIN) of the affected vehicle. A response will be sent with the passenger airbag module serial number, which must be recorded on the claim verbatim.



Use a smartphone with a QR scanner application to scan the QR code on the passenger airbag module label.

- The passenger airbag module serial number will be displayed on the screen.

- 4 Install the new passenger airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System - Passenger Air Bag Module).