

# SAFETY RECALL H208 (NHTSA 19V-326)

NAS19.05.012 | WORKSHOP

| USA



AFTERSALES BULLETIN  
MAY 16, 2019

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2014-2015 model year Jaguar F-TYPE vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,780.00 per vehicle.***

***This Recall Service Bulletin serves as notification to all Jaguar retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

## **DESCRIPTION OF ISSUE**

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the affected vehicle's seatbelt harness connector which connects the Seatbelt Tension Sensor (STS) to the Occupant Classification Sensor Control Module (OCSCM) may not have been correctly wired. The OCSCM senses whether there is an occupant in the front passenger seating position, and the STS senses whether tension on the seatbelt indicates a child restraint is being used in the front passenger seating position. Both sensors provide information to the restraint control module (RCM) which informs whether the front passenger airbag should be activated, depending on whether the sensors detect the seat is occupied and/or that it is occupied by an adult passenger.

## **AFFECTED VEHICLE RANGE**

F-TYPE (X152)

Model Year: ..... 2014-2015

VIN: ..... SAJWA6FC6E8K00001-SAJWA6ET4F8K19746

A total of 7,060 vehicles are potentially affected in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

## **EFFECT ON VEHICLE OPERATION**

Should the STS not have been wired correctly, the front passenger airbag may not be suppressed, and may remain activated, even when a child restraint is placed in the front passenger seat or a small statured adult occupies that seat. In the event of a crash necessitating deployment of the front passenger airbag, a child or small stature occupant may be at an increased risk of injury.

## **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will inspect the seat belt assembly. If required, the technician will complete a repair to the seatbelt tension sensor harness.

There will be no charge to owners for this action under this program.

## **OWNER NOTIFICATION**

Owners will receive a notification by mail on or before June 21, 2019.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework 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 rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity once the Technical repair bulletin has been published.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin H208NAS1, SAFETY RECALL: Seatbelt Tension Sensor Connector Wiring, for detailed repair instructions.

## PARTS

No parts required.

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

**NOTE: use the Jaguar Land Rover claims submission system 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 in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been 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 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 for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H208	A	Seatbelt tension sensor wiring - Inspect	86.90.06	0.1	-	-
H208	B	Seatbelt tension sensor wiring - Inspect Drive in/drive out	86.90.06 10.10.10	0.1 0.2	- -	- -
H208	C	Seatbelt tension sensor wiring - Inspect and repair	86.90.07	0.4	-	-
H208	D	Seatbelt tension sensor wiring - Inspect and repair Drive in/ drive out	86.90.07 10.10.10	0.4 0.2	- -	- -

*Normal Warranty policies and procedures apply.*

## CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code 'H208' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
H208	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

# SAMPLE OWNER LETTER: SAFETY RECALL H208

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## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **SAJXXXXXXXXXXXXXX**

June xx, 2019

### **Safety Recall H208: Seatbelt Tension Sensor Harness Connector**

**Vehicles Affected: Jaguar F-TYPE**

**Model Year: 2014-2015**

**National Highway Traffic Safety Administration Recall Number: 19V-326**

#### **Dear Jaguar Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2014-2015 model year Jaguar F-Type vehicles.

Your vehicle is included in this Recall action.

#### **What is the concern?**

Jaguar Land Rover have identified certain F-TYPE 2014 and 2015 Model Year vehicles, previously remedied in recall J047, that may have had a seat belt service part installed containing the same defect as the parts from the original recall.

In the affected vehicles, the seatbelt harness connector which connects the Seatbelt Tension Sensor (STS) to the Occupant Classification Sensor Control Module (OCSCM) may not have been correctly wired. The OCSCM senses whether there is an occupant in the front passenger seating position, and the STS senses whether tension on the seatbelt indicates a child restraint is being used in the front passenger seating position. Both sensors provide information to the restraint control module (RCM) which informs whether the front passenger airbag should be activated, depending on whether the sensors detect the seat is occupied and/or that it is occupied by an adult passenger.

Should the STS not have been wired correctly, the front passenger air bag may not be suppressed, and may remain activated, even when a child restraint is placed in the front passenger seat or a small statured adult occupies that seat. In the event of a crash necessitating deployment of the front passenger air bag, a child or small stature occupant may be at an increased risk of injury.

#### **What will Jaguar and your authorized Jaguar retailer do?**

Jaguar is carrying out a recall of the vehicles mentioned above. An authorized Jaguar retailer will inspect the seat belt assembly. If required, the technician will complete a repair to the seatbelt tension sensor harness.

There will be no charge for this repair under this program.

#### **What should you do?**

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program code 'H208'

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within (10) TEN days.

**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 40 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner, using the return postage-paid card enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by e-mail using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com).

**If you have the need to contact Jaguar by mail, please use the following address:**

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

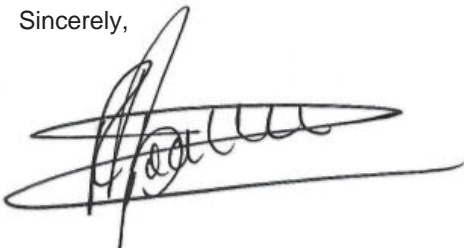
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit complaint to the:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a long horizontal flourish extending to the right.

Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL H208

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**Main Message:** An issue has been identified on certain Jaguar F-Type 2014 and 2015 Model Year vehicles, previously remedied in recall J047, that may have had a seatbelt service part installed containing the same condition as the parts from the original recall. Where installed, the vehicle will revert to its pre-J047 safety recall state.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr  
Vice President, Communications & Public Affairs  
Jaguar Land Rover North America, LLC  
[sschorr@jaguarlandrover.com](mailto:sschorr@jaguarlandrover.com)  
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Office: +1-201-818-8316  
Cell: +1-551-427-3199

**Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?**

**A** These vehicles are being recalled due to an increased risk of injury to the vehicle occupants in the event of an accident where the Supplementary Restraints System (SRS) would deploy.

**Q3 Can you tell me more about what is wrong with the vehicles?**

**A** Affected Vehicle Range installed with Occupant Classification System (OCS), the seatbelt assembly harness connector which connects the seatbelt tension sensor to the Occupant Classification System Control Module (OCSCM) may not be correctly wired. The wires are located in the incorrect terminals within the connector. The prior recall, J047, reversed this wiring in the seatbelt side of the electrical connector. In this condition the OCS will transmit a signal which does not indicate the installation of a child seat or the presence of a small person. In this case of a child seat being installed, the OCS will not disable the passenger airbag, if a small person is present in the passenger seat the passenger airbag deactivation indicator lamp will indicate that the seat is not occupied and the Supplementary Restraint System (SRS) will not deploy if required. The main purpose of the OCSCM is to provide the OCS with the occupancy status of the passenger seat. The Restraints Control Module (RCM) uses this information and the seatbelt buckle status in the determination of the firing strategy for the passenger restraints. The main purpose of the seatbelt tension sensor is to make sure that if a child seat is installed using the autolocking seatbelt to restrain it in the passenger seat, the tension exerted on the seatbelt tension sensor indicates that a child seat is installed. The RCM uses this information and the OCSCM status to determine the firing strategy for the passenger restraints. In both cases the OCS should determine if the front passenger seat is unoccupied, occupied by a child seat or small person, or occupied by an adult.

**Q4 How would the customer become aware of potentially having this concern?**

**A** The Occupant Sensor Control Module (OCSM) and Seatbelt Tension Sensor (STS) provides information to the Restraint Control Module (RCM) which informs whether the front passenger airbag should be activated, depending on whether the sensors detect the seat is occupied and/or that it is occupied by an adult passenger.

**Q5 Does this concern affect vehicle safety?**

**A** Yes. Should the STS not have been wired correctly, the front passenger airbag may not be suppressed and may remain activated, even when a child restraint is placed in the front passenger seat or a small statured adult occupies that seat posing an unreasonable risk to safety.

- Q6 Has Jaguar Land Rover received many complaints?**  
A There have been no complaints related to this issue of which Jaguar Land Rover is aware.
- Q7 Have there been any accidents or injuries?**  
A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.
- Q8 How was the condition discovered?**  
A The JLR After Market Parts function identified a product difference related to certain F-Type vehicles and determined from service parts sales that a number of seatbelt assemblies may have been installed to vehicles that were previously subject to recall campaign J047 without the correct seatbelt harness connector reverse pinning modification as instructed in the J047 recall campaign being completed.
- Q9 How long has Jaguar Land Rover known about this problem?**  
A The investigation into the issue began in February, 2019.
- Q10 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? What type of measures are you planning to take?**  
A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.
- Q11 What has Jaguar Land Rover done in production?**  
A Production vehicles are manufactured with correct wiring configuration.
- Q12 What will retailer/authorized repairers do to the vehicles?**  
A An authorized Jaguar retailer will inspect the seat belt assembly. If required, the technician will complete a repair to the seatbelt tension sensor harness.
- Q13 Which vehicles are affected by this recall?**  
A F-TYPE; SAJWA6FC6E8K00001 to SAJWA6ET4F8K19746  
(Selected vehicles within VIN range)
- Q14 Are other Jaguar Land Rover models affected by these actions?**  
A No other models, other than those listed on this document, are known to be affected by this condition.
- Q15 Are parts/software available to rework vehicles?**  
A No parts or software required for authorized Jaguar retailers to conduct this repair.
- Q16 How much will the recall cost Jaguar Land Rover?**  
A Cost was not a factor in deciding to recall these vehicles.
- Q17 How do I know if my Jaguar vehicle is affected?**  
A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Jaguar retailer for the work to be carried out.
- Q18 How long does it take for the vehicle to be inspected and repaired?**  
A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 40 minutes. Due to retailer schedules, vehicles may be required for a longer time.
- Q19 Can I continue to drive my Jaguar vehicle safely until it has been recalled?**  
A Customers are advised to contact an authorized Jaguar retailer if they have any concerns regarding their vehicles.