

NON-COMPLIANCE RECALL H256 - INCORRECT TIRE SIZE LABEL



NAS19.10.013

WORKSHOP

USA

AFTERSALES BULLETIN

OCTOBER 10, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall on certain 2019-2020 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 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 \$22,329.00 per vehicle.

This Aftersales 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 which have been manufactured with an incorrect tire size label.

AFFECTED VEHICLE RANGE

F-TYPE (X152)

Model Year: 2019-2020

VIN: [REDACTED]

A total of 241 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

The tire size label does not have the correct rear tire size stated and does not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 110 - *Tire Selection and Rims for Passenger Cars*. Vehicle owners may fit a tire with dimensions that are not to the designed intent and this may cause a change in the vehicle handling characteristics and increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will renew the tire size label. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before November 20, 2019.

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.

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

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 H256NAS, *Non-Compliance Recall - Incorrect Tire Size Label*, for detailed repair instructions.

PARTS

NOTE: replacement labels will be supplied free of charge. Use form JLRVINRQ, *Replacement VIN Label Request Form* (published to GRP2.0), provide all required information, state 'H256' in the part number field and 'Tire Placard' in the part description, and email the order per the form's instructions.

TOOLS

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

WARRANTY

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 make sure 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. Use TOPIx to obtain the latest repair time.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H256	A	Tire size label - Renew	05.10.10	0.1
H256	B	Tire size label - Renew	05.10.10	0.1
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SAJXXXXXXXXXXXXXX

November 2019

SAFETY RECALL H256 - Incorrect Tire Size Label

Vehicle Affected: Jaguar F-TYPE
Model Year: 2019-2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-682

Dear Jaguar F-TYPE 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 compliance exists in certain 2019-2020 model year Jaguar F-TYPE vehicles.

Your vehicle is included in this Recall action.

What is the concern?

Your vehicle was manufactured with an incorrect tire size label.

The tire size label does not have the correct rear tire size stated and does not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 110 - *Tire Selection and Rims for Passenger Cars*. Vehicle owners may fit a tire with dimensions that are not to the as-designed intent and this may cause a change in the vehicle handling characteristics and increase the risk of a crash.

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 renew the tire size label. There will be no charge for this repair.

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 **'H256'**.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately 20 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.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form 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 Center at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email using the following address: 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 a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can 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 stylized flourish at the end.

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

TECHNICAL Q & A - NON-COMPLIANCE RECALL H256

Main Message: The tire size label does not have the correct rear tire size stated and does not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 110 - *Tire Selection and Rims for Passenger Cars*.

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

A Please make sure 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

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Q2 Why is Jaguar Land Rover recalling certain Jaguar vehicles?

A Federal Motor Vehicle Safety Standard (FMVSS) 110 requires a tire size label denoting the correct tire size specification on the left door opening. The tire size label on these vehicles states an incorrect tire size, to where the customer may install a tire with dimensions that are not to the as designed intent. Tires not to the designed intent may cause a change in the vehicle handling characteristics.

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

A The tire size label on the left door opening incorrectly states the tire size for vehicles with 18-inch rear tires.

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

A Customers may notice a different specified tire size in the Owner's Handbook when replacing a rear tire.

Q5 Does this concern affect vehicle compliance?

A Yes, this condition affects the compliance of the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A No.

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 concern was first identified during a vehicle audit event.

Q9 How long has Jaguar Land Rover known about this problem?

A The issue was first investigated on August 29, 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 have the correct tire size label installed.

Q12 What will an authorized Jaguar retailer do to the vehicles?

A Authorized Jaguar retailers will renew the tire size label.

Q13 Which vehicles are affected by this recall?

A Vehicles built at the Castle Bromwich vehicle assembly plant from October 18, 2018, to August 27, 2019, and within the VIN range SAJDD5EV0KCK62241-SAJDD1GX1LCK66873

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 available to rework vehicles?

A Yes, the necessary parts are available 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 to minimize inconvenience to customers and is expected to take no longer than 20 minutes. Due to retailer schedules, vehicles may be required for longer.

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 should they have any concerns regarding their vehicles.