



SAFETY RECALL H039 (NHTSA# 17V491):  
 INCORRECT INSTALLATION OF HIGH PRESSURE  
 (HP) FUEL PUMP

SERVICE BULLETIN

31-AUG-17

NO.: 7-137USA

SEC.: RECALL

MKT.: USA

***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 one (1) 2017 model year Jaguar F-PACE vehicle 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 \$21,000.00 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.***

THIS BULLETIN UPDATES 7-136USA

**DESCRIPTION OF ISSUE**

An issue has been identified on one (1) vehicle listed in the Affected Vehicle Range. One or both of the bolts used to attach the high pressure fuel pumps may be too long and not secure the high pressure fuel pump as required. During normal vehicle usage, vibration of the high pressure fuel pump can lead to a fracture of a brazed joint on the low pressure fuel input pipe. This can lead to a liquid fuel leak into the engine compartment.

**AFFECTED VEHICLE RANGE**

F-PACE (X761; V6 3.0L S/C petrol)

Model Year: ..... 2017

VIN: ..... [REDACTED]

**EFFECT ON VEHICLE OPERATION**

Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle. Should leaking fuel come into contact with a sufficiently hot surface, there is an increased risk of fire.

**SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer who will replace both high pressure fuel pumps and associated fuel lines. The bolts will be replaced with the correct specification parts.

There will be no charge to owners for this action.

**OWNER NOTIFICATION**

Owner notification is expected to occur on or before 26 September 2017.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by Program Code 'H039' 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. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

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.

Refer to Technical Bulletin H039NAS, *SAFETY RECALL: Incorrect Installation of High Pressure (HP) Fuel Pump*, for detailed repair instructions.

## PARTS

**NOTE: when ordering parts, order only the expected percentage demand of parts identified.**

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE*	EXPECTED PERCENTAGE DEMAND
High Pressure (HP) cross-over fuel pipe	AJ813860	1	100%
Low pressure (LP) feed pipe to HP fuel pump	C2Z31229	1	100%
HP fuel feed pipe	C2Z30691	1	100%
HP fuel pump cover - All Wheel Drive (AWD)	AJ813761	1	100%
HP fuel pump cover - AWD	AJ813760	1	100%
HP fuel pump - AWD	C2Z31828	1	100%
HP fuel pump - AWD	C2Z31827	1	100%
Exhaust nuts	XR82889	2	100%
HP fuel pump fixing bolts	AJ810551	4	100%
Oil filter	C2D3670	1	100%
Drain plug	AJ88461	1	100%
Engine oil	*ZZZ001	*\$81.25	100%

\* - an allowance (\$81.25 USD [or local equivalent]) has been provided to cover the cost of the oil. Claim using Sundry Code 'ZZZ001'.

## TOOLS

Refer to the Technical Bulletin referred to above for any required tools.

## WARRANTY

**NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, ensure 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, Option Code 'X', the relevant SRO, and all relevant parts and Sundry Code information, using only the parts and labor operations performed on the vehicle. The SRO 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*
<b>H039</b>	<b>X</b>	Fuel Pump - Vehicle Set - Fuel Pump and Fuel Rail Supply Pipes - Renew	19.45.20.01	3.6	AJ813860	1
					C2Z31229	1
					C2Z30691	1
					AJ813761	1
					AJ813760	1
					C2Z31828	1
					C2Z31827	1
					XR82889	2
					AJ810551	4
					C2D3670	1
					AJ88461	1
					*ZZZ001	*\$81.25
<b>H039</b>	<b>X</b>	Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*

\* - an allowance (\$81.25 USD [or local equivalent]) has been provided to cover the cost of the oil. Claim using Sundry Code 'ZZZ001'.

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SADCM2BV2HA888024**

September 2017

**SAFETY RECALL H039: Incorrect Installation of High Pressure (HP) Fuel Pump**

**Vehicle Affected: Jaguar F-PACE  
Model Year: 2017**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V491**

**Dear Jaguar F-PACE Owner,**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect relating to motor vehicle safety exists in certain 2017 model year Jaguar F-PACE vehicles.

Your vehicle is included in this Recall action.

**What is the concern?**

One or both of the bolts used to attach the High Pressure (HP) fuel pumps may be too long and not secure the HP fuel pumps as required. During normal vehicle use, vibration of the HP fuel pump can lead to a fracture of a brazed joint on the low pressure (LP) fuel line. This can lead to liquid fuel leaking into the engine bay.

Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle.

Should leaking fuel come into contact with a sufficiently hot surface there is an increased risk of fire.

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

Jaguar is carrying out the recall on the vehicles mentioned above. An authorized Jaguar retailer will replace both high pressure fuel pumps and associated fuel lines. The bolts will be replaced with the correct specification parts.

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 'H039'.

**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 approximately 3 hours and 45 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:** forward this notification to the lessee within 10 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?

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Centre at 1-800-4JAGUAR (1-800-452-4827). You may also contact us by email 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 Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time, without charge, or have any additional questions regarding this Urgent Safety Recall, you may contact the National Highway Traffic Safety Administration (NHTSA) by writing to:

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

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-491-5313), or log on to <http://www.safercar.gov> to submit a complaint electronically.

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

Sincerely,



Peter Pochapsky  
Customer Relationship Centre Manager

## TECHNICAL Q & A: SAFETY RECALL H039

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**Main Message:** An issue has been identified where one or both of the bolts used to attach the High Pressure (HP) fuel pumps may be too long and not secure the HP fuel pump as required. During normal vehicle usage, vibration of the HP fuel pump can lead to a fracture of a brazed joint on the Low Pressure (LP) fuel input pipe.

**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)

Office: +1-201-760-8561

Cell: +1-201-739-2964

Nathan Hoyt  
Product Communications Manager  
Jaguar Land Rover North America, LLC

[nhoyt@jaguarlandrover.com](mailto:nhoyt@jaguarlandrover.com)

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 because this defect, leaking fuel, should it come into contact with a sufficiently hot surface increases the risk of fire.

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

**A** It was identified that during the assembly of the High Pressure (HP) fuel pump, a mixed condition of bolts had been used for the HP fuel pump installation process. The correct length bolts for this application should be 25 mm, but some 30 mm length bolts were used. The 30mm bolts 'bottomed out' in the blind tapped hole and this led to the HP fuel pump not being secured properly.

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

**A** Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle.

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

**A** Jaguar Land Rover is conducting this as a Safety Recall.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** Jaguar Land Rover has received no external reports relating to this matter.

**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 condition was highlighted through engine assembly plant observations.

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

**A** This issue was first investigated in June 2017.

**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 ensure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

A Updated tool logic has been implemented to make sure that at the point of installation, detection of erroneous bolt use is flagged.

**Q12 What will an authorized Jaguar retailers do to the vehicles?**

A Authorized Jaguar retailers will replace both high pressure fuel pumps and associated fuel lines.

**Q13 Which vehicles are affected by this recall?**

A The following Jaguar vehicles are affected:

F-PACE (X761; V6 3.0L S/C petrol)

Model Year: ..... 2017

VIN: .....SADCM2BV2HA888024

**Q14 Are other Jaguar Land Rover models affected by these actions?**

A Yes, this condition affects a small number of Land Rover vehicles.

**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 in order to minimize inconvenience to customers and is expected to take no longer than 3 hours and 45 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.