



V8 XJ Series/XK8

DATE 7/99

7-16

SERVICE

ADMINISTRATION BULLETIN

ZF 5HP24 – Replace Transmission –
Recall R478

MODEL

1999 MY XK8 Range
1999 MY V8 XJ NA

VIN

See VIN list

ISSUE:

A limited number of XK8 and V8 XJ Series vehicles within the above VIN ranges have been manufactured incorporating an automatic transmission unit in which there is a component which has the potential for failure. This is due an incorrect manufacturing process by the supplier of our transmission units. In the event of the component concerned failing in one possible manner, it has been found that the complete power train of the vehicle could lock up.

Note: It is important to emphasize that any failure of a transmission which involves complete lockup of the unit is only likely to occur at very low vehicle speed, as the transmission shifts down into 1st gear with the vehicle almost at a standstill, after being in higher gears when traveling at higher speeds.

In view of the implications of the above, particularly the inconvenience to the customer, Jaguar has decided to replace the transmission on a number of vehicles within the affected VIN ranges detailed above. The vehicles affected are individually listed by VIN in this bulletin.

In December 1998, Technical Bulletin 307-08 (Service Action S476), advised that there were serious quality concerns over a quantity of automatic transmission units, as being potentially liable to failure early in the life of the vehicle. The potential modes of failure were:

- abnormal and excessive noise when pulling away from rest in 1st gear
- loss of reverse drive
- temporary loss of forward drive, after which:
- the transmission will revert to “limp home” mode with forward drive only

Jaguar will immediately take the following course of action:

- To recall for replacement of the automatic transmission unit all ADDITIONAL vehicles of which Jaguar is now aware, by means of this Recall Action R478.
- AND
- To include in the VIN listing for R478 all vehicles previously covered by Service Action S476 which have not yet been reworked.
 - To close Service Action S476. Formal documentation covering this closure will follow.

Jaguar is writing to all affected customers requesting them to contact their selling dealer, or nearest dealer, as soon as possible, to arrange for the transmission assembly in their vehicle to be replaced at the earliest opportunity.

ACTION:

Check if the recall has already been performed on the vehicle by performing a DCS claim search and checking for a R478 label. If the recall has not yet been performed, arrange to replace the transmission assembly in any affected vehicle listed in the VIN list, or after being contacted by a Customer to whom Jaguar has written.

It is important to note that **not all** vehicles within the above VIN Ranges are affected - many vehicles within the complete VIN Ranges detailed above have been assembled with transmission assemblies to 'known good' condition. It should be noted, therefore, that only the vehicles listed in the VIN list need to be serviced.

The necessary Procedure is outlined in this bulletin.

Note: XJR vehicles are NOT affected by this Service Action.

In case any vehicle listed in the VIN list has already had a replacement automatic transmission installed (particularly if the rework took place during May or June 1999) under normal Warranty, the replacement unit will have been to 'known good' condition, and it will not be necessary to perform this Recall Action. In this situation, advise the Warranty Claim Details and VIN to your warranty claims specialist, so that our records of this Recall Action may be amended accordingly.

Note: Service action S476 will be closed effective immediately. Formal documentation to this effect will follow. Do not start a new job to replace an automatic transmission under S476 once you receive this bulletin. Any affected vehicle not yet reworked will be covered by this recall action.

Refer to technical bulletin 307-11 for the technical procedure.

LIST OF AFFECTED VEHICLES AND MARKETS

JAGUAR CARS NORTH AMERICA

	854387
	854388
NEW FOR R478	854390
	854402
031401	854435
031407	854480
031439	854482
031441	854500
031443	854502
031445	854505
031446	854507
031454	854510
031690	854512
031691	854514
031693	854515
032004	854517
032013	854519
032015	854520
032017	854522
033266	854523
033450	854524
033491	854537
033507	854538
033534	854539
033541	854547
033587	855051
033688	855112
033695	855210
033701	855212
033748	855234
033800	855237
033808	855240
033823	855241
033887	855242
033939	856151
034101	856152
034106	856156
034116	856157
034118	856186
034125	856187
034343	856191
038608	856192
	856194

856195	860776
856197	860986
859344	860992
859346	860998
860073	861002
860080	861006
860082	861027
860083	861054
860085	861055
860086	861057
860198	861062
860204	861134
860229	861138
860230	861139
860231	861140
860253	861143
860324	861158
860325	861162
860327	861165
860328	861170
860454	861178
860464	861226
860466	861253
860467	861254
860469	861718
860662	861751
860685	861753
860688	861755
860690	861769
860691	871502
860696	
860698	
860700	
860702	032780
860706	032827
860708	032935
860710	032990
860711	033034
860714	033793
860720	033954
860729	
860736	856892
860763	857778
860764	857822
860766	857864
860768	857985

CARRIED OVER FROM S476

858271
858757
858786
858787
858808
858864
858904
858909
858937
858968
859056
859104
860969
860972

Parts Information:

<u>DESCRIPTION</u>	<u>PART NO.</u>	<u>QTY/VEH</u>
Automatic Transmission w/ torque converter, supplied pre-filled	NNE 4400AA/NK	1
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to downpipe (VDP only)	FN 110041/J	4
Nut, catalytic converter to manifold	JZN 100021	8
Gasket - catalytic converter to front downpipe (VDP only)	NNC 6764AB	2
Oil, auto transmission (1 liter container)	JLM 20237	See note

Note: Transmissions will be supplied overfilled, to compensate for the small loss of ATF when the cooler pipes are disconnected and reconnected. **No** ATF will normally be required for unsold vehicles in stock.

For vehicles which have already been run in service, 1 liter of ATF is required to flush the oil cooler and connecting pipes.

RETURN OF REMOVED TRANSMISSIONS:

USA dealers

For this recall, return all removed transmissions, complete with torque converters, to ZF USA **as soon as possible**, reusing the packaging in which the new units were supplied. Ensure that the procedures below are followed before returning the transmission.

- Torque converters should **not** be removed from the transmissions. Ensure that the torque converter retaining strap is transferred over to the removed unit.
- Drain **all** oil before repacking for transit. Remove the drain plug from the sump pan, drain the oil and reinstall and tighten the drain plug.
- Transfer **all** shipping plugs from the new unit to the removed unit.
- All removed gaskets and seals along with all drained transmission oil should be discarded.
- Make a copy of the shipping ticket and attach it to the bar code label to ensure proper credit on the claim. Send both to:
Jaguar Cars
Att: Warranty Parts Return

Jaguar Transmission Recall R478 Instruction Sheet (USA Dealers)

1. Please make a photocopy of page 9 and attach the address labels to boxes or skids (if there is more than 1 skid, make additional photocopies and attach to each skid or pallet).
2. Please make a photocopy of page 10 and attach the shipping ticket to boxes or skids (if there is more than 1 skid, make additional photocopies and attach to each skid or pallet).
3. Complete the shipping ticket in full (important to include dealer name and number, claim number, transmission serial number or VIN) for ID purposes on each transmission shipped. These numbers are needed prior to pickup.
4. Once shipping ticket is filled out in full fax back to United International Freight Services at (908) 851-9370.
5. U.I.F.S. will contact you for pickup and will supply the reference number.

If You Have Any Questions Or Problems Please Contact
United International Freight Services At 1-800-934-8437 Or (908) 851-
0441.

Shipper:

Dealer Name

Address

Zip Code

Ship To:

ZF Industries
777 Hickory Hill Drive
Vernon Hills, Ill 60061

Jaguar Transmission Shipping Ticket

Parts Manager

Name: _____

U.I.F.S. Ref # _____

Date: _____

Jaguar Dealer Name: _____ Dealer Number: _____

Pcs: _____ Wt.: _____

Dimensions: _____

Transmission Information (VIN, Claim #, Serial #)

VIN	_____	Claim #	_____	Transmission Serial #	_____
VIN	_____	Claim #	_____	Transmission Serial #	_____
VIN	_____	Claim #	_____	Transmission Serial #	_____
VIN	_____	Claim #	_____	Transmission Serial #	_____
VIN	_____	Claim #	_____	Transmission Serial #	_____

Fax Form To U.I.F.S. @ (908) 851-9370 Once Completed

Attach To Box / Crate Or Skid Before Shipping

Warranty Information:

Service Action R478

<u>VEHICLE</u>	<u>SUMMARY CODE</u>	<u>R.O. NUMBER</u>	<u>DESCRIPTION</u>	<u>TIME ALLOWANCE</u>
V8 XJ Series	GW	44.20.01	Replace automatic transmission	4.45 hrs.
1999 MY		44.91.19	Check transmission oil, PDU check	
VIN 852857-871502			Flush oil cooler & pipes	0.50 hrs.
Model codes 2811 and 2851		10.10.10	Drive in/drive out	0.15 hrs.

<u>DESCRIPTION</u>	<u>PART NO.</u>	<u>QTY/VEH</u>
AutomaticTransmission w/ torque converter, supplied pre-filled	NNE 4400AA/NK	1
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to manifold	JZN 100021	8
Oil, auto transmission (1 liter container)	JLM 20237	1

V8 XJ Series	GX	44.20.01	Replace automatic transmission	4.45 hrs.
1999 MY		44.91.19	Check transmission oil, PDU check	
VIN 852857-871502			Flush oil cooler & pipes	0.50 hrs.
Model codes 2853		10.10.10	Drive in/drive out	0.15 hrs.

<u>DESCRIPTION</u>	<u>PART NO.</u>	<u>QTY/VEH</u>
AutomaticTransmission w/ torque converter, supplied pre-filled	NNE 4400AA/NK	1
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to downpipe (VDP only)	FN 110041/J	4
Nut, catalytic converter to manifold	JZN 100021	8
Gasket - catalytic converter to front downpipe (VDP only)	NNC 6764AB	2
Oil, auto transmission (1 liter container)	JLM 20237	1

XK8	GY	44.20.01	Replace automatic transmission	4.65 hrs.
1999 MY		44.91.19	Check transmission oil, PDU check	
VIN 031401-038608			Flush oil cooler & pipes	0.50 hrs.
Model 2830 and 2840			10.10.10	Drive in/drive
out				0.15 hrs.

<u>DESCRIPTION</u>	<u>PART NO.</u>	<u>QTY/VEH</u>
Automatic Transmission w/ torque converter, supplied pre-filled	NNE 4400AA/NK	1
Seal - oil cooler pipe	EBC 4899	2
Bolt - torque converter to drive plate	EAC 5580	3
Gasket - exhaust manifold to catalytic converter	EAZ 2050	2
Nut, catalytic converter to manifold	JZN 100021	8
Oil, auto transmission (1 liter container)	JLM 20237	1

NOTE: Always perform a DCS claim search first to determine whether this recall has been performed on this vehicle. The warranty selection under the vehicle inquiry will give a listing of all claims against the vehicle. If R478 appears in the fault code field, do not perform this recall.

CLAIM SUBMISSION PROCEDURE:

Warranty summary codes have been assigned to this recall in order to simplify claim submission. The dealership will be reimbursed the parts and labor time allowance as indicated.

DCS DEALERS

Submit claims using the appropriate summary code for the vehicle model and work performed. Follow standard campaign submission procedures.

NON-DCS DEALERS

Submit claims on the Recall Campaign Summary form W-25. Enter the appropriate summary code for the vehicle model and work performed in the Repair Code column. Do not use the W-1 warranty claim form.

