



XJ range

DATE 04/04

XJ307-R513

SERVICE**TECHNICAL BULLETIN****Incorrect Gear Selection –
ZF 6 Speed Automatic Transmission –
Recall Action R513**MODEL 2004 MY
XJ range

VIN G00001-G13779

Issue:

A concern has been identified on 2003-04 MY vehicles within the above VIN ranges that are equipped with the six-speed automatic transmission.

If Drive (D) is selected with the vehicle stationary, the transmission may engage Reverse (R) if there is insufficient fluid pressure in the transmission and/or a sticking valve within the transmission. If this condition is present, the vehicle will default to Mechanical Limp Home mode and the Malfunction Indicator Lamp (MIL) will illuminate.

With the vehicle moving in a forward direction, reverse may engage without any manual input when the transmission is in first, second or third gear, as a result of transmission fluid loss allowing the fluid pressure to decrease. The vehicle will default to Mechanical Limp Home mode. The MIL lamp will illuminate if the transmission fluid pressure falls to below 4.1 bar.

Action:

Reprogram the Transmission Control Module (TCM) on all vehicles within the above VIN range, to the latest condition using Worldwide Diagnostic System (WDS) release **JTP 759/29 or later**.

All unsold vehicles or vehicles that have not been handed over to the customer must be repaired prior to sale or onward distribution.

Jaguar will be writing to all owners of affected vehicles requesting them to contact their nearest dealer as soon as possible to arrange for the TCM to be reprogrammed at the earliest opportunity.

To allow the transmission to adapt to the customer's driving requirements after the TCM has been reprogrammed, the vehicle will need to be driven, by the customer, for approximately 50 miles (80 kilometers) without using the sport mode switch. This information must be communicated verbally to the customer when the vehicle is booked in for the repair to be undertaken.

NOTE: THE INFORMATION IN TECHNICAL BULLETINS IS INTENDED FOR USE BY TRAINED, PROFESSIONAL TECHNICIANS WITH THE KNOWLEDGE, TOOLS, AND EQUIPMENT 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." DO NOT ASSUME THAT A CONDITION DESCRIBED AFFECTS YOUR CAR. CONTACT A JAGUAR RETAILER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.

The reprogramming of the TCM is dependant upon the temperature of the transmission. If the transmission is not within the specified temperature values for the TCM to be reprogrammed, the retailer will need to consider the level of courtesy service that should be provided to customers while performing this action.

OPEN SERVICE ACTIONS

This is an ideal opportunity to ensure that any outstanding Service Actions are completed on all vehicles included within this Recall Action. A list of the current open service actions is shown below. Please ensure that you check that the vehicle is affected by the service action prior to confirming the booking with your customers so that suitable time and parts are made available prior to the repair visit. This can be done by using the outstanding service action function within DDW, using your own internal records and by checking the original service action bulletin. It is also important that you ensure that the repair has not already been completed, as **NO** repeat service action claims will be accepted.

S712 Coolant Hose Incorrectly Routed - XJR

S713 Coolant Reservoir Bleed Screw Re-torque - XJ

S717 Oil Cooler Pipe Wearing on Cross Brace - XJR

WORKSHOP PROCEDURE

Before reprogramming the Transmission Control Module (TCM) ensure that the following requirements are met:

- The Portable Test Unit (PTU) is docked on the WDS base station, with the base station plugged in to line voltage.
 - Vehicle battery is charged to a minimum of 12.5 volts.
 - All Diagnostic Trouble Codes (DTCs) are cleared.
 - Transmission oil temperature is within the recommended value of between minus 55 degrees Celsius and plus 80 degrees Celsius.
1. Open door.
 2. Ensure ignition is switched off, hand brake is on and selector lever is in Park (P).
 3. Position WDS alongside the vehicle, switch WDS on and allow software to load.

Note: WDS must be loaded with the latest issue of software (WDS 29 or later.)

⚠ Caution: Never use software prior to WDS 29 to reprogram the TCM since this will return the calibration to an earlier level.

4. Connect PTU to vehicle using diagnostic cable.
5. Enter the VIN and navigate to the vehicle configuration main menu.
6. From the vehicle configuration main menu, navigate to and run the 'Re-configure existing TCM' application.

Note: As part of the reprogram process, a pop up screen stating 'select the access route you require' will be displayed, at this point the technician must select '**normal access**'.

Note: If the message 'The vehicle does not require reprogramming – the latest software is installed. Do you wish to continue?' appears, the dealer **MUST SELECT NO**. This message indicates that the vehicle has undergone a previous software update and does not require reprogramming. No further action is required.

7. After successful reprogramming of TCM, switch off, disconnect, and return the WDS to the original location.
8. Close door.

APPLYING MODIFICATION LABEL

AUTHORIZED MODIFICATION LABEL

The illustration shows a form titled 'AUTHORIZED MODIFICATIONS' with the Jaguar logo. The form contains the following text and fields:

- THE FOLLOWING MODIFICATIONS HAVE BEEN MADE
- RECALL ACTION R513 - REPROGRAMTCM (circled in black)
- THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE.
- DEALER NUMBER: (circled in black)
- DATE: (circled in black)
- CHANGE AUTHORITY: JAGUAR PLC CAMPAIGN

Arrows point to the following fields with labels:

- 'WRITE IN DESCRIPTION' points to the modification description.
- 'WRITE IN DATE' points to the date field.
- 'WRITE IN DEALER NUMBER' points to the dealer number field.

ILLUSTRATION 1

Fill out an authorized modification label (Illustration 1), enter the dealer number and date on the authorized modification label. List any other service actions that have been performed at the same time. Apply the label to the vehicle and apply the clear sheet over the label.

Warranty Information:

Warranty claims should be submitted quoting program code R513 together with the relevant option code from the table below. This will result in payment of the appropriate time to re-program the TCM.

The options that allow for drive in/drive out should only be claimed if the vehicle is brought back to the workshop for this action alone to be undertaken.

Recall Action R513

Model

2004 MY XJ
2004 MY XJR

VIN Range

4SG00001 - 4SG13779
4TG00001 - 4TG13779

| Program Code | Option | Description | SRO | Time | Part Number | Part Description | Qty |
|--------------|--------|--------------------|----------|----------|-------------|------------------|-----|
| R513 | B | Re-program TCM | 86.93.36 | 0.4 hrs. | - | - | - |
| R513 | C | Re-program TCM | 86.93.36 | 0.4 hrs. | - | - | - |
| | | Drive in/drive out | 10.10.10 | 0.1 hrs. | | | |

NOTE: Always perform a DDW claim search first to determine whether this recall action has been performed on this vehicle. The "Review Claim History" function will provide a listing of all claims against the vehicle. If this recall action number appears in the program code field, do not perform this recall action.