



V8 XJ Series/XK8

DATE 10/99  
Amended 09/02

303-34

SERVICE

## TECHNICAL BULLETIN

### ECM Replacement – Engine Management Questionnaire – Reporting Requirements

MODEL  
1997 MY-ON XK8 Range  
1998-2003 MY V8 XJ Series  
VIN  
001001-ON  
812256-F59525

Remove and destroy Bulletin 303-34, dated 09/02.  
Replace with this Bulletin.  
The questionnaire has been updated.

#### Issue:

Some of the Engine Control Modules (ECM) returned to Jaguar Warranty Returns fall into the 'No Fault Found' category when examined and tested.

#### Action:

When returning an ECM, be sure to include a completed Engine Management Questionnaire. This will allow more detailed testing to be performed, particularly in the areas of the reported malfunction.

When diagnosing a vehicle where ECM malfunction is suspected, proceed as follows:

- Ensure that copies of the Engine Management Questionnaire form are available to the service adviser.
- The service adviser should obtain, from the customer the fullest possible details of the concern and the conditions under which it occurs, based on the attached Engine Management Questionnaire.
- The service adviser should attach the completed Engine Management Questionnaire to the job card.
- Ensure that all rectification actions detailed in JTIS or Technical Bulletins have been undertaken.
- Carry out a road test, trying to reproduce the customer complaint; use Worldwide Diagnostic System (WDS) to check for DTCs.
- Use WDS to extract any DTCs applicable to the concern, using Guided Diagnostics where applicable.
- Make a photocopy of the questionnaire and retain the original in the Vehicle File.
- Enclose the photocopy of the completed Engine Management Questionnaire with the displaced ECM and return to Jaguar Warranty Returns.

**Note:** If uncertain whether the ECM is at fault, carry out the above diagnostic procedures. Before replacing the ECM, contact Technical Hotline for prior authorization (1-888-JAG-DLRS).

**PARTS INFORMATION:**

Replacement ECMs should be ordered via Jaguar Cars Parts Operations .

**Note:** ECM replacement requires prior authorization from Technical Hotline.

**WARRANTY INFORMATION:**

Normal Warranty claim procedures apply.

In addition:

- Enclose the photocopy of the completed Engine Management Questionnaire with the displaced ECM, and return to Jaguar Warranty Returns.

Failure to comply with the above requirement may result in a claim being debited and the displaced unit being returned to the Dealer.

**Note:** Retain the Engine Management Questionnaire printed on Page 3 as a master copy. Photocopy as required.

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## ENGINE MANAGEMENT QUESTIONNAIRE

Z

Dealer Code: \_\_\_\_\_ Dealer Name: \_\_\_\_\_ Dealer Contact Name: \_\_\_\_\_

Customer's Name: \_\_\_\_\_ CATS No. \_\_\_\_\_ Date: \_\_\_\_\_

Model: \_\_\_\_\_ VIN: \_\_\_\_\_ Mileage: \_\_\_\_\_

**Please describe the conditions and symptoms when the problem occurred:**

Frequency	constantly	<input type="checkbox"/>	_____ times per day/month	once only	<input type="checkbox"/>	other	<input type="checkbox"/>	
Previous repair attempt	yes	<input type="checkbox"/>	no	<input type="checkbox"/>				
Ambient temperature	hot	<input type="checkbox"/>	warm	<input type="checkbox"/>	cool	<input type="checkbox"/>	cold - approx. temp. _____ deg.F	
Weather conditions	dry	<input type="checkbox"/>	humid	<input type="checkbox"/>	rainy	<input type="checkbox"/>	snow <input type="checkbox"/> other <input type="checkbox"/>	
Type of operation Vehicle speed _____ Engine RPM _____	starting	<input type="checkbox"/>	just after starting	<input type="checkbox"/>	idle	<input type="checkbox"/>	light throttle <input type="checkbox"/>	
	cruising	<input type="checkbox"/>	acceleration	<input type="checkbox"/>	deceleration	<input type="checkbox"/>		
	stopping	<input type="checkbox"/>	pulling away from a stop		<input type="checkbox"/>	other	<input type="checkbox"/>	
Driving conditions	stop & go	<input type="checkbox"/>	highway	<input type="checkbox"/>	uphill	<input type="checkbox"/>	downhill <input type="checkbox"/> high altitude <input type="checkbox"/>	
Road conditions	rough	<input type="checkbox"/>	smooth	<input type="checkbox"/>	potholed	<input type="checkbox"/>	gravel <input type="checkbox"/> other <input type="checkbox"/>	
Transmission gear	circle one	P R N D 5 4 3 2 1				normal mode	<input type="checkbox"/>	sport mode <input type="checkbox"/>
Engine temperature	cold	<input type="checkbox"/>	normal	<input type="checkbox"/>	warming up	<input type="checkbox"/>	other <input type="checkbox"/>	
Fuel level	full	<input type="checkbox"/>	3/4	<input type="checkbox"/>	1/2	<input type="checkbox"/>	1/4 <input type="checkbox"/> very low <input type="checkbox"/>	
Type of fuel	reg. unleaded	<input type="checkbox"/>	super unleaded	<input type="checkbox"/>	brand	<input type="text"/>		
CHECK ENGINE lamp	lit at start-up	<input type="checkbox"/>	lit after start up	<input type="checkbox"/>	lit while driving	<input type="checkbox"/>	did not light <input type="checkbox"/>	
Drivability problem?	describe symptoms - continue over page or on a separate sheet if necessary.					DTC codes logged		
Does not start	<input type="checkbox"/>	does not crank	<input type="checkbox"/>	Cranks - does not fire	<input type="checkbox"/>	Fires - does not start	<input type="checkbox"/>	
Hard to start	<input type="checkbox"/>	cranks slowly	<input type="checkbox"/>	extended cranking (how long before start)		<input type="text"/>		
	<input type="checkbox"/>	repeated starting attempts required (how many before start)			<input type="text"/>			
Bad idle	<input type="checkbox"/>	rough idle	<input type="checkbox"/>	too fast	<input type="checkbox"/>	too slow	<input type="checkbox"/> incorrect idle RPM <input type="checkbox"/>	
	<input type="checkbox"/>	soon after start	<input type="checkbox"/>	after driving	<input type="checkbox"/>	always	<input type="checkbox"/> other <input type="checkbox"/>	
Drivability	<input type="checkbox"/>	hesitation	<input type="checkbox"/>	surging	<input type="checkbox"/>	backfire	<input type="checkbox"/> run on/detonation <input type="checkbox"/>	
	<input type="checkbox"/>	knocking/pinging	<input type="checkbox"/>	low power	<input type="checkbox"/>	other	<input type="checkbox"/>	
Engine stalling	<input type="checkbox"/>	stalls at start up	<input type="checkbox"/>	shifting to D	<input type="checkbox"/>	maneuvering at low speed	<input type="checkbox"/>	
	<input type="checkbox"/>	stalls at idle	<input type="checkbox"/>	shifting to R	<input type="checkbox"/>	loses power then stalls	<input type="checkbox"/>	
	<input type="checkbox"/>	stalls upon opening throttle		<input type="checkbox"/>	on closing throttle	<input type="checkbox"/>	during A/C operation <input type="checkbox"/>	
	<input type="checkbox"/>	stalls at steady throttle. RPM = _____					<input type="text"/>	
	<input type="checkbox"/>	restarts immediately		<input type="checkbox"/>	restarts after extended cranking		<input type="checkbox"/>	