



# SERVICE BULLETIN

CIRCULATION:			
Dealer Principal	✓	Sales Guide	
Centre Manager	✓	Parts Professional	
Sales Manager	✓	Warranty Admin	✓
Business / Office Mgr		Service Advisor	✓
Parts Manager	✓	Technician	
Service Manager	✓	Systems Admin	

No.: **3-287USA**  
 Section: **Warranty**  
 Date: **20 APR 2012**  
 Model: **XK**  
**B32843 – B44940**  
 Market: **USA**

*Subject:* **Owner Notified Service Action: Battery Monitoring System Replacement and Software Enhancement Program**

## DESCRIPTION OF PROGRAM

In order to ensure that a limited number of 2010 - 2012 model year XK vehicles are fitted with the very latest software and parts to further enhance the owner's experience of these vehicles, vehicles within the VIN range above require a number of module software updates and new parts.

The control modules requiring updating are:

- Instrument Cluster (IPK) – to optimize battery performance
- Infotainment Control Module (ICM) – to optimize battery performance

The component which may require replacement is:

- Battery Monitoring System (BMS) – to rectify a flat battery / non-start

## VEHICLES INVOLVED / OWNER NOTIFICATION

Certain 2010 - 2012 model year XK vehicles in the USA and Puerto Rico are involved in this Service Action. The VIN range for affected vehicles is:

- B32843 - B44940

Mailing to vehicle owners will commence the week of 5 May 2012.

## WORKSHOP PROCEDURES

Refer to Technical Bulletin *K100: Battery Monitoring System Replacement and Software Enhancement Program* for detailed repair instructions.

## PARTS INFORMATION

C2P23087 .....Battery monitoring system Qty: 1

## SPECIAL TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD127\_v5.02 Calibration File 83  
 Jaguar-approved Midtronics Vehicle Power Supply

Refer to Workshop Manual for any required special tools

## CLAIM REIMBURSEMENT INFORMATION



**NOTE: Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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 Program Code 'K100' together with the relevant Option Code from the table. SRO and parts information is listed for information only.

The Option Codes that allow for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This Service Action is valid for a limited time only. Warranty claims with a repair date prior to the **31 March 2014** closure date must be submitted for payment within 30 calendar days of completion of the repair.

VIN RANGE	ISSUES TO BE ADDRESSED		
	REPLACE BMS	UPDATE ICM SOFTWARE	UPDATE IPK SOFTWARE
<b>B32843 – B44768</b>	✓	✓	✓
<b>B44769 – B44940</b>		✓	✓

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QTY.
<b>K100</b>	<b>D</b>	Replace the Battery monitoring system	86.15.19	0.30	C2P23087	1
		Update Infotainment control module software	86.99.73	0.20	-	-
		Update Instrument cluster software	86.99.75.02	0.20	-	-
<b>K100</b>	<b>E</b>	Replace the Battery monitoring system	86.15.19	0.30	C2P23087	1
		Update Infotainment control module software	86.99.73	0.20	-	-
		Update Instrument cluster software	86.99.75.02	0.20	-	-
		Drive in / drive out	10.10.10	0.10	-	-
<b>K100</b>	<b>F</b>	Update Infotainment control module software	86.99.73	0.20	-	-
		Update Instrument cluster software	86.99.75.02	0.20	-	-
<b>K100</b>	<b>G</b>	Update Infotainment control module software	86.99.73	0.20	-	-
		Update Instrument cluster software	86.99.75.02	0.20	-	-
		Drive in / drive out	10.10.10	0.10	-	-

*Normal warranty policies and procedures apply*



# K100 SAMPLE OWNER LETTER

May 2012

**RE: Service Action K100: Battery Monitoring System Replacement and Software Enhancement Program**

**Vehicles Affected: Jaguar XK**

**Dear Jaguar XK Owner,**

As part of our ongoing commitment to ensuring the highest level of quality to our customers, Jaguar has initiated a customer enhancement program for 2010-2012 model year XK vehicles.

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

Your authorized Jaguar retailer will carry out software updates, and if necessary replace the Battery Monitoring System, as appropriate for your vehicle. These enhancements are to optimize battery performance and enhance battery life. The work will be carried out free of charge.

**What should you do?**

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Service Action K100 completed on your vehicle.

**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 one hour, although your Jaguar retailer may need your vehicle for a longer time due to service scheduling requirements.

**Attention Leasing Agencies:**

Please forward this notification to the lessee within TEN days.

**Moved or no longer own a Jaguar?**

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 your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at:

- o **800-4JAGUAR** (800-452-4827)

You can also contact Jaguar by e-mail: Visit the web site <http://www.jaguarusa.com> and send an email from the 'Contact Us' section.

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  
555 MacArthur Boulevard  
Mahwah, NJ 07430

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar in cooperation with your authorized retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely

A handwritten signature in black ink, appearing to read 'S. P. Lutz', written in a cursive style.

Stephanie P. Lutz  
Customer Experience Manager

Sample