

**Owner-Notified Service Action K134: Instrument Cluster Replacement**

**31-MAY-13** | **No.: 6-202USA** | **Section: GENERAL INFORMATION** | **Market: USA**

**DESCRIPTION**

A limited number of XJ vehicles require the Instrument Cluster (IC) to be replaced due to a fault with a previously replaced Instrument Cluster. These Instrument Clusters require replacement as the vehicle Air Suspension Unit 'spikes' every 99 minutes, causing the Instrument Cluster to stay awake for approximately 30 minutes which may lead to a battery drain.

**AFFECTED VEHICLES / OWNER NOTIFICATION**

A total of 67 2005-2009 Jaguar XJ vehicles within the listed VIN range are affected.

- XJ (X350): G45258-H31488 (see attached list)

Owner notification is expected to commence on or before the week of 10 June 2013.

**WORKSHOP PROCEDURES**

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Refer to Technical Bulletin K134, *Service Action: Instrument Cluster Replacement*, for detailed repair instructions.

**PARTS**

**△ NOTE: Refer to the Affected VIN List for the appropriate Instrument Cluster necessary for each specific VIN and follow normal Instrument Cluster ordering process.**

PART NO.	DESCRIPTION	QTY	EXPECTED % OF VEHICLES REQUIRING PART*
C2C35139	Instrument Cluster		Refer to the Affected VIN List for the appropriate Instrument Cluster necessary for each specific VIN.
C2C37031	Instrument Cluster		
C2C37034	Instrument Cluster		
C2C37035	Instrument Cluster		

**TOOLS**

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD131.08 v.119  
 Jaguar Land Rover-approved Midtronics Vehicle Power Supply  
 Refer to Workshop Manual / Repair Procedure for any required special tools

**WARRANTY**

**△ NOTE: Always check DDW to verify that the vehicle is affected by this Action prior to undertaking any repairs. Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time.**

Warranty claims must be submitted quoting Program Code '**K134**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows 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 program is valid for a limited time only. Warranty claims with a repair date prior to the **31 December 2014** closure date must be submitted for payment within 30 calendar days of completion of the repair.

**SB-10052609-4040**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No.	QTY. / VALUE
K134	B	Instrument cluster - Replace	88.20.01	1.00 (G45258 only) 1.10 (G45782 onwards)	C2C35139	1
K134	C	Instrument cluster - Replace Drive in/drive out	88.20.01 10.10.10	1.10 (G45258 only) 1.10 (G45782 onwards) 0.10	C2C35139 -	1 -
K134	D	Instrument cluster - Replace	88.20.01	1.10	C2C37031	1
K134	E	Instrument cluster - Replace Drive in/drive out	88.20.01 10.10.10	1.10 0.10	C2C37031 -	1 -
K134	K	Instrument cluster - Replace	88.20.01	1.10	C2C37034	1
K134	L	Instrument cluster - Replace Drive in/drive out	88.20.01 10.10.10	1.10 0.10	C2C37034 -	1 -
K134	M	Instrument cluster - Replace	88.20.01	1.10	C2C37035	1
K134	N	Instrument cluster - Replace Drive in/drive out	88.20.01 10.10.10	1.10 0.10	C2C37035 -	1 -

*Normal Warranty policies and procedures apply*

**CUSTOMER REIMBURSEMENT PROCESS:**

If a customer indicates that they have previously paid for a replacement of the fuel pump module for this defect (vehicle out of warranty), a copy of the repair invoice must be produced as proof of the repair. The Retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims should be submitted quoting Program Code 'K134' and by clicking the 'Related Damage' radio button on the claim submission screen. The claim should be submitted using Option Code 'X' as detailed below and entering the cost to be reimbursed against the Sundry Code 'other'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
K134	X	Re-imburement to owner	N/A	N/A	Other	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty audit purposes and Warranty Specialist review.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action K134 are included in this process. Only one claim per vehicle for related damages will be accepted.

## **Service Action K134: Sample Owner Letter**

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### **Service Action K134: Instrument Cluster Replacement**

**Affected Vehicles: 2005-2009MY Jaguar XJ**

**Dear Jaguar XJ Owner,**

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2005-2009 model year Jaguar XJ vehicles.

#### **What is the issue?**

The affected vehicles have been fitted with a previously replaced Instrument Cluster that contains a quality concern which may lead to a drained battery.

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

Your authorized Jaguar retailer will replace the Instrument Cluster assembly of your vehicle. The update 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 K134 completed on your vehicle.

When presenting the vehicle to your Jaguar retailer, we request that all the vehicle's keys be brought to your retailer.

#### **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 two hours, 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.

#### **What should you do if you have already paid to have this repair completed?**

If you have already paid for the replacement of the Instrument Cluster for this concern prior to the date of this letter, Jaguar would like to offer a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own a 2005-2009 model year XJ affected by this issue;
2. You have paid to replace the Instrument Cluster for the concern described above;
3. The repair was performed before the date of this letter;
4. You have an original or legible copy of the paid repair order or invoice showing:
  - Your name and address at the time of the repair
  - A description of the concern reported
  - Itemized parts and labor charges
  - The vehicle model and year and the vehicle identification number
  - The repair date
  - Repair mileage
  - Name and address of the authorized Jaguar retailer or licensed repair facility

If you have all of the above information, present it to the Service Manager at your authorized Jaguar retailer and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Jaguar retailer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Jaguar retailer.

**To avoid delays, please do not send the receipt to Jaguar Land Rover North America.**

**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 Jaguar' 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,



Peter Pochapsky  
Customer Experience Manager

**SB-10052609-4040****Service Action K134: Affected VIN / Instrument Cluster  
Part Number List**

VIN	IC PART No.		VIN	IC PART No.		VIN	IC PART No.
G45258	C2C35139		H13071	C2C37031		H28038	C2C37031
G45782	C2C35139		H15966	C2C37031		H28537	C2C37035
G48252	C2C35139		H16000	C2C37031		H29033	C2C37031
H01582	C2C37031		H16433	C2C37031		H29082	C2C37031
H01644	C2C37031		H17041	C2C37034		H30129	C2C37034
H01670	C2C37031		H17184	C2C37031		H30466	C2C37031
H01847	C2C37031		H17664	C2C37031		H30561	C2C37031
H01927	C2C37031		H19449	C2C37031		H30660	C2C37031
H02337	C2C37031		H19652	C2C37031		H30887	C2C37031
H02375	C2C37031		H19676	C2C37031		H30984	C2C37031
H02929	C2C37031		H20303	C2C37031		H30985	C2C37031
H03151	C2C37031		H20717	C2C37031		H30988	C2C37031
H03460	C2C37031		H22294	C2C37031		H31020	C2C37031
H07504	C2C37031		H22488	C2C37031		H31124	C2C37031
H08010	C2C37031		H22854	C2C37031		H31131	C2C37031
H08184	C2C37031		H24004	C2C37031		H31169	C2C37031
H08943	C2C37031		H26095	C2C37031		H31386	C2C37031
H09471	C2C37031		H26113	C2C37031		H31397	C2C37031
H10032	C2C37031		H26176	C2C37031		H31400	C2C37031
H10136	C2C37031		H26539	C2C37034		H31402	C2C37031
H10700	C2C37031		H27269	C2C37031		H31488	C2C37031
H11371	C2C37034		H27592	C2C37034			
H12744	C2C37031		H27818	C2C37031			