

**Owner-Notified Service Action K185: Stowage Box Lid**

16-AUG-13

No.: 6-207USA

Section: GENERAL  
INFORMATION

Market: USA

**DESCRIPTION**

A limited number of 2014 model year Jaguar F-TYPE vehicles, fitted with the rear bulkhead lockable stowage box, may have an issue where the lockable stowage box lid may unlatch and open when locking the vehicle.

**AFFECTED VEHICLES**

The VIN range of affected vehicles K00317-K03880.

**WORKSHOP PROCEDURES**

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin K185: *Service Action: Stowage Box Lid*, for detailed repair instructions.

**PARTS**

PART No.	DESCRIPTION	QTY.	EXPECTED % OF VEHICLES REQUIRING PART*
T2R1013	Latch	1	85

△ **NOTE:** \* when ordering parts, order only the expected percentage demand of parts identified

**TOOLS**

Refer to Workshop Manual / Service Instruction for any required tools

**WARRANTY**

△ **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. 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 'K185' 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 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 August 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No.	QTY.
K185	B	<b>K00317-K03276 Only</b> Replace latch assembly and remove felt pads	76.14.45	0.40	T2R1013	1
K185	C	<b>K00317-K03276 Only</b> Replace latch assembly and remove felt pads Drive in/drive out	76.14.45 10.10.10	0.40 0.10	T2R1013 -	1 -
K185	D	<b>K03277-K03880 Only</b> Remove LH rubber buffer to reduce pre-load on lid	05.10.20	0.20	-	-
K185	E	<b>K03277-K03880 Only</b> Remove LH rubber buffer to reduce pre-load on lid Drive in / drive out	05.10.20 10.10.10	0.20 0.10	- -	- -

*Normal Warranty policies and procedures apply*

## Service Action K185: Sample Owner Letter

September 2013

**RE: Service Action K185 – Stowage Box Lid**

**Vehicle Affected: Jaguar F-TYPE**

**Model Year: 2014**

**Dear Jaguar F-TYPE Owner,**

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2014 model year Jaguar F-TYPE vehicles.

**What is the issue?**

An issue has been identified where the lockable stowage box in the rear bulkhead unlatches and opens when locking the vehicle.

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

Your authorized Jaguar retailer will either replace the stowage box lid latch or remove a rubber bumper in the stowage box. There will be no charge for this repair.

**What should you do?**

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Program Code K185 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 30 minutes, although your 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 Centre at 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 Centre  
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