

# SB-10056412-3797



## Owner-Notified Service Action K192: Folding Top Enhancement Program

07-APR-14 | No.: 6-224USA | Section: GENERAL INFORMATION | Market: USA

### DESCRIPTION

An issue has been identified on a limited number of 2014 model year F-TYPE (X152) vehicles within the listed VIN range relating to the folding top. These issues are:

1. When in the stowed (open) position, the folding top may contact the flaps in the corner.
2. The routing of the folding top harness may cause fouling on the folding top mechanism to wear through the braiding.
3. As a result of normal opening / closing of the folding top, the lower header trim contacts the carpet bezel. This contact, over time, may result in white marks on the header trim.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is K00317-K05500.

Owner notification is expected to commence the week of 21 April 2014.

### 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 K192: *Service Action: Folding Top Enhancement*, for detailed repair instructions.

### PARTS

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Header Tape	T2R12621	1	100%
Harness	T2R1416	1	5%
Harness	T2R1417	1	5%

**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 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 'K192', Option Code 'X', and the relevant SRO information. The SRO that allows for the drive in / drive out allowance may 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 March 2016** closure date must be submitted for payment within 30 calendar days of completion of the repair.

<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>
Inspect folding top gap - no further action	10.10.99	0.2
Inspect folding top gap and adjust	76.96.21	0.3
Check both sides and re-route 1 harness	05.10.30	0.3
Check both sides and re-route both harnesses	05.10.40	0.4
Check and replace left hand harness	86.71.10	4.1
Check and replace right hand harness	86.71.16	2.4
Tape to align header trim	05.10.20	0.2
Drive in/drive out	10.10.10	0.1

*Normal Warranty policies and procedures apply*

April 2014

**RE: Service Action K192 – Folding Top Enhancement Program**

**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?**

The issue relates to the potential for premature wear of the convertible folding top and white marks which may appear on the convertible folding top interior trim.

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

Your authorized Jaguar retailer will inspect and, if necessary, adjust the folding top and folding top harness. 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 K192 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 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