

SB-10057631-6298

Reference	SSM72034
Models	XJ / X351 XF / X250
Title	XJ & XF All Wheel drive (Only) Transfer Case front flange leak
Category	Driveline
Last modified	24-Oct-2014 00:00:00
Symptom	508000 Transfer Case Concerns
Attachments	Pictures.pdf
Content	<p>Concern: There is an oil leak from the transfer case flange, to front prop shaft please see the attached pictures, on XJ and XF All Wheel Drive vehicles only</p> <p>Cause: Engineering are investigating the cause of this issue and require the flowing action.</p> <p>Action: If any dealer sees this condition, please raise an EPQR and replacement of both Transfer Case & Front Prop shaft are required, please take a pictures of the complete length of Prop shaft & Transfer case and attach them to the EPQR, and please retain all replaced parts for return to the factory and provide the following on the EPQR</p> <p>Please supply dealer details in full please</p> <ol style="list-style-type: none"> 1 Dealer address in full with dealer PAG code 2 Dealer contact name and email address 3 Contact phone and dealer phone numbers 4 The weight and size of the boxed part or parts <p>Technicians - Please score the SSM and provide feedback if you scored it 1 - 3 stars.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern. 3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern. 5 = Excellent – All required information provided to resolve the customer concern.</p>

