

**SERVICE ACTION K266: FRONT WINDOW
REGULATORS DISTORTING**
22-APR-15
NO.: 6-265NAS
**SECTION: GENERAL
INFORMATION**
MARKET: CAN / USA
DESCRIPTION

An issue has been identified on a limited number of 2014-2015 model year XF (X250) vehicles which may experience a 'clicking' noise when operating the front door windows upwards and/or may be unable to open or close the window.

AFFECTED VEHICLES

The VIN range of affected vehicles is U36730-U40500.
See the attached list of affected vehicles and retailers.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**K266**) prior to undertaking any rework action.

Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new 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 K266NAS, *Service Action: Front Window Regulators Distorting*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
Window regulator - Front right	C2Z31200	1	99
Window regulator - Front left	C2Z31201	1	99

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **30 April 2017** closure date must be submitted for payment within 30 calendar days of completion of the repair quoting Program Code '**K266**' 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.

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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY CODE	QTY. / VALUE
K266	A	Check front door window regulator date code (both sides) - no further action	76.31.32	1.60	-	-
K266	K	Check front door window regulator date code (both sides) - no further action Drive in/drive out	76.31.32 10.10.10	1.60 0.20	- -	- -
K266	B	Check front door window regulator date code (both sides) - Install front door window regulator (both sides)	76.31.32	1.60	C2Z31200 C2Z31201	1 1
K266	C	Check front door window regulator date code (both sides) - Install front door window regulator (both sides) Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31200 C2Z31201 -	1 1 -
K266	L	Check front door window regulator date code (both sides) - Install left front door window regulator	76.31.32	1.60	C2Z31201	1
K266	M	Check front door window regulator date code (both sides) - Install left front door window regulator Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31201 -	1 -
K266	Q	Check front door window regulator date code (both sides) - Install right front door window regulator	76.31.32	1.60	C2Z31200	1
K266	R	Check front door window regulator date code (both sides) - Install right front door window regulator Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31200 -	1 -

Normal Warranty policies and procedures apply

SERVICE ACTION K266: AFFECTED VIN LIST

CANADA

RETAILER NO. / NAME	VIN
4201 Jaguar Toronto	U38739
4202 Jaguar Vancouver	U38562
4202 Jaguar Vancouver	U38580
4202 Jaguar Vancouver	U38740
4498 Jaguar Thornhill	U37343
4498 Jaguar Thornhill	U38576
4502 Jaguar Winnipeg	U39529
6058 Jaguar Calgary	U37497
6058 Jaguar Calgary	U39030
6058 Jaguar Calgary	U37502

USA

0696 Alpine Jaguar	U39108
0696 Alpine Jaguar	U39116
1459 Howard Orloff Jaguar/Volvo	U39535
3140 Company Cars- North	U39565
4008 Jake Kaplan's Ltd.	U39530
5320 Jaguar Palm Beach	U39100
5325 Jaguar San Juan	U39120
5394 Jaguar Dallas	U39555
5398 Jaguar Greensboro	U39110
5504 Brown's Jaguar	U39103
5544 Cherry Hill Classic Cars	U39520
5630 Jaguar Bluff City	U39113
5697 Crown Jaguar	U39118
5971 Company Cars- South	U39560