



UPDATE PRIOR TO SALE UPS8314-1B: FLOOR MATS MISSING FROM VEHICLE

SERVICE BULLETIN

08-JAN-15 | NO.: 6-256NAS | SECTION: **GENERAL INFORMATION** | MARKET: CAN / USA

DESCRIPTION

An issue has been identified on a limited number of 2015 model year XF (3.0 Sport and 3.0 AWD Sport *only*) vehicles where the floor mats are not present upon receipt of the vehicle.

AFFECTED VEHICLES

The VIN range of affected vehicles is U24391-U61530 (3.0 Sport and 3.0 AWD Sport *only*).

ACTION TO BE TAKEN

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** only affected vehicles in the above VIN range 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 UPS8314-1bNAS, *Update Prior to Sale: Floor Mats Missing From Vehicle*, for detailed repair instructions.

PARTS

* - when ordering parts, order the expected percentage demand of parts identified only.

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE**	EXPECTED % OF VEHICLES REQUIRING PART*
Floor mats - 3.0 Sport	C2Z25023LFN	1	100
Floor mats - 3.0 AWD Sport	C2Z23177LFN	1	100

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.

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.

Warranty claims must be submitted quoting Program Code '**K264**' 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 **05 July 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. / SUNDRY CODE	QTY. / VALUE
K264	B	Fit floor mats - 3.0 Sport	05.10.10	0.10	C2Z25023LFN	1
K264	C	Fit floor mats - 3.0 Sport Drive in/drive out	05.10.10 10.10.10	0.10 0.20	C2Z25023LFN -	1 -
K264	D	Fit floor mats - 3.0 AWD Sport	05.10.10	0.10	C2Z23177LFN	1
K264	E	Fit floor mats - 3.0 AWD Sport Drive in/drive out	05.10.10 10.10.10	0.10 0.20	C2Z23177LFN -	1 -

Normal Warranty policies and procedures apply