



**OWNER-NOTIFIED SERVICE ACTION K284:
INCORRECT INTERIOR REAR VIEW MIRROR
FITTED**

**SERVICE
BULLETIN**

10-AUG-15

NO.: 6-272NAS

SECTION: GENERAL
INFORMATION

MARKET: CAN / USA

DESCRIPTION

An issue has been identified on a limited number of model year XJ (X351; Long Wheelbase [LWB], Portfolio variants) which do not have the Intelligent High Beam feature due to having the incorrect interior rear view mirror fitted.

AFFECTED VEHICLES

The VIN range of affected vehicles is V82992-V87662.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before the week of 24 August 2015.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (K284) 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 K284NAS, *Service Action: Incorrect Interior Rear View Mirror Fitted*, 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
Rear view mirror	C2D15847	1	100
Cover Mirror Stem - Left	C2D16733	1	100
Cover Mirror Stem - Right	C2D16732	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 Recalls and 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 'K284' 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 July 2017** 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
K284	B	Renew rear view mirror and update CCF/Configure headlamp control module B	76.10.56	0.10	C2D15847	1
			86.99.94.01	0.10	C2D16733	1
			86.99.82	0.20	C2D16732	1
K284	D	Renew rear view mirror and update CCF/Configure headlamp control module B	76.10.56	0.10	C2D15847	1
			86.99.94.01	0.10	C2D16733	1
			86.99.82	0.20	C2D16732	1
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.

SERVICE ACTION K284: SAMPLE OWNER LETTER - CANADA

Service Action K284 - Incorrect Interior Rear View Mirror Fitted

Vehicle Affected: Jaguar XJ
Model Year: 2015

Dear Jaguar XJ Owner,

Jaguar is conducting a no-charge Customer Satisfaction Program (Program Code K284) for owners of a limited number of 2015 model year XJ vehicles..

What is the concern?

Some of the components required to enable Intelligent High Beam Assist headlamp feature to operate have not been installed in your vehicle.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will install a new interior rear view mirror and update your vehicle's software to enable the Intelligent High Beam Assist headlamp feature.

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 K284 completed on your vehicle.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team, who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

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 45 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 10 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 Canada Customer Relationship Centre at 1-800-668-6257.

You can also contact Jaguar by e-mail. Visit <http://www.jaguar.ca> and send an email from the 'Contact Us' section.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

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 program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Relationship Centre Manager

Sample

SERVICE ACTION K284: SAMPLE OWNER LETTER - USA

Service Action K284 - Incorrect Interior Rear View Mirror Fitted

Vehicle Affected: Jaguar XJ
Model Year: 2015

Dear Jaguar XJ Owner,

Jaguar is conducting a no-charge Customer Satisfaction Program (Program Code K284) for owners of a limited number of 2015 model year XJ vehicles..

What is the concern?

Some of the components required to enable Intelligent High Beam Assist headlamp feature to operate have not been installed in your vehicle.

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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 1-800-4JAGUAR (1-800-452-4827).

You can also contact Jaguar by e-mail. Visit <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 07430-2327

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 program.

Sincerely,

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Peter Pochapsky
Customer Relationship Centre Manager

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