

K439NAS1

TECHNICAL BULLETIN

14 DEC 2016



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

100-00

SUBJECT/CONCERN:

Service Action: Literature Packs 'InControl Touch Pro' Incorrectly Fitted

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
XF (X260)	2016	Y00007- Y24764	Castle Bromwich	Vehicles With: InControl Touch Pro

MARKETS:

NAS

CONDITION SUMMARY:**SITUATION:**

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which have been fitted with incorrect literature packs for the InControl® Touch Pro™ system.

ACTION:

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

The updated literature pack material, containing a new Owner's Handbook, Quick Start Guide, and Jaguar InControl© Set Up Guide, will be supplied free-of-charge by Jaguar Land Rover North America, LLC, and will be shipped direct to retailers to the attention of the Service Manager. Quantities will be based on initial retailer vehicle allocation. Literature packs must be appropriately stored until affected vehicles are presented for this program.

SPECIAL TOOLS:

Refer to Workshop Manual/Service Instruction for any required special 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 the Program Code 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 October 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO/SUNDRY CODE	VALUE*/TIME (HOURS)	PARTS
K439	B	Place literature pack material in vehicle	ZZZ001	\$2.03 CAD / \$1.55 USD	-
K439	C	Place literature pack material in vehicle Drive in/drive out	ZZZ001 10.10.10	\$2.03 CAD / \$1.55 USD 0.20	- -

* - an allowance has been provided to cover the cost of placing the handbook in the vehicle.

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

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NOTE:

Vehicles with InControl® Touch Pro™ only.

Place new handbook in the vehicle.

- **Unsold vehicles:** replace the existing handbook with the updated handbook.
- **Sold vehicles:** replace the existing handbook with the updated handbook and advise owners that this replaces the previous version.