



SERVICE ACTION K444: TELEMATIC CONTROL UNIT

SERVICE BULLETIN

22-DEC-16

NO.: 6-341NAS

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range have been manufactured away from process and the Telematics Control Module (TCU) security key was not subject to an end of line test and verification. The Wi-Fi may drop out after 10 minutes and then reconnect after 3 minutes, with this cycle repeating.

AFFECTED VEHICLE RANGE

F-PACE (X761; w/Telematics)

Model Year: 2017

VIN: 066598-079079

XE (X760; w/Telematics)

Model Year: 2017

VIN: 956428-964152

XF (X260; w/Telematics)

Model Year: 2017

VIN: Y36040-Y39879

XJ (X351; w/Telematics)

Model Year: 2017

VIN: W01433-W03106

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 22 December 2016).

ACTION TO BE TAKEN

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

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.

Refer to Technical Bulletin K444NAS, *Service Action: Telematic Control Unit*, for detailed repair instructions.

PARTS

NOTE: order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
Telematic control module (TCU) - w/InControl® Touch Pro™	C2D49833	1	100
Telematic control module (TCU) - w/InControl® Touch	T2H6535	1	100

TOOLS

Refer to the Technical Bulletin referenced above 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 Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and part information listed have been included for information only. The Option

Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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 December 2018** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

MODEL	DESCRIPTION	SRO	TIME (HOURS)
F-PACE (X761)	Telematics control module (TCU) - Renew	86.80.53	1.20
XE (X760)	Telematics control module (TCU) - Renew	86.80.53	0.20
XF (X260)	Telematics control module (TCU) - Renew	86.80.53	0.30
XJ (X351)	Telematics control module (TCU) - Renew	86.80.53	1.30

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
K444	A	Telematics control module (TCU) - Renew	86.80.53	See table above	C2D49833	1
		Configure Telematics control module (TCU)	86.98.19	0.50	-	-
K444	B	Telematics control module (TCU) - Renew	86.80.53	See table above	C2D49833	1
		Configure Telematics control module (TCU)	86.98.19	0.50	-	-
		Drive in/drive out	10.10.10	0.20	-	-
K444	C	Telematics control module (TCU) - Renew	86.80.53	See table above	T2H6535	1
		Configure Telematics control module (TCU)	86.98.19	0.50	-	-
K444	D	Telematics control module (TCU) - Renew	86.80.53	See table above	T2H6535	1
		Configure Telematics control module (TCU)	86.98.19	0.50	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.