



**SERVICE ACTION K439: LITERATURE PACKS
'INCONTROL TOUCH PRO' INCORRECTLY
FITTED**

SERVICE BULLETIN

14-DEC-16

NO.: 6-338NAS

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 which have been fitted with incorrect literature packs for the InControl® Touch Pro™ system.

AFFECTED VEHICLE RANGE

XF (X260; with InControl® Touch Pro™ only)
Model Year: 2016
VIN: Y00007-Y24764

See below for the list of affected vehicles (as of 05 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 K439NAS, *Service Action: Literature Packs 'InControl Touch Pro' Incorrectly Fitted*, for detailed repair instructions.

The updated literature pack material, containing a new Owner's Handbook, Quick Start Guide, and Jaguar InControl® Set Up Guide, should be placed in the vehicle and the existing versions removed and discarded.

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

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 as listed in the Affected Vehicle List (attached). Please make sure these literature packs are appropriately stored until affected vehicles are presented for this program.

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 from the table. 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 October 2018** expiry date must be submitted for 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	\$1.56 USD	-
K439	C	Place literature pack material in vehicle Drive in/drive out	ZZZ001 10.10.10	\$1.56 USD 0.20	- -

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

Normal Warranty policies and procedures apply.

SERVICE ACTION K439: AFFECTED VEHICLE LIST

CANADA

RETAILER NO. AND NAME	VIN	STATUS
4505 Jaguar Ottawa	Y21787	Vehicle - New Retail
4495 Coventry North Jaguar	Y22307	Vehicle - New Retail

USA

RETAILER NO. AND NAME	VIN	STATUS
0349 Byers Imports	Y20959	Vehicle - New Retail
0349 Byers Imports	Y21915	Vehicle - New Retail
0349 Byers Imports	Y23042	Vehicle - New Retail
0380 Jaguar Monroeville	Y23949	Vehicle - New Retail
0380 Jaguar Monroeville	Y24417	Vehicle - New Retail
0486 Paretti Imports, L.L.C.	Y23034	Vehicle - New Retail
0609 Jaguar Great Neck	Y22247	Vehicle - New Retail
0609 Jaguar Great Neck	Y22747	Vehicle - New Retail
0609 Jaguar Great Neck	Y23369	Vehicle - Used Retail
0617 Jaguar Minneapolis	Y21526	Vehicle in Dealer Stock
0617 Jaguar Minneapolis	Y21558	Vehicle - New Retail
0617 Jaguar Minneapolis	Y22951	Vehicle in Dealer Stock
1427 Imperial Motors Jaguar of Wilmette	Y23050	Vehicle - New Retail
1459 Howard Orloff Jaguar/Volvo	Y20798	Vehicle - New Retail
1459 Howard Orloff Jaguar/Volvo	Y21707	Vehicle in Dealer Stock
2103 Jaguar Bethesda	Y22291	Vehicle in Dealer Stock
2103 Jaguar Bethesda	Y22295	Vehicle - New Retail
2103 Jaguar Bethesda	Y23346	Vehicle - New Retail
3937 Jaguar Allentown	Y20822	Vehicle - New Retail
3937 Jaguar Allentown	Y21550	Vehicle - New Retail
4008 Jake Kaplan's Ltd.	Y21723	Vehicle - New Retail
4008 Jake Kaplan's Ltd.	Y23046	Vehicle - New Retail
4008 Jake Kaplan's Ltd.	Y23070	Vehicle - New Retail
5301 Jaguar Sudbury	Y20532	Vehicle - New Retail
5301 Jaguar Sudbury	Y20682	Vehicle - New Retail
5301 Jaguar Sudbury	Y21101	Vehicle - New Retail
5301 Jaguar Sudbury	Y23078	Vehicle - New Retail
5301 Jaguar Sudbury	Y23094	Vehicle - New Retail
5301 Jaguar Sudbury	Y24313	Vehicle - New Retail
5302 Jaguar Paramus	Y20802	Vehicle - New Retail
5302 Jaguar Paramus	Y20943	Vehicle - New Retail
5302 Jaguar Paramus	Y20987	Vehicle - New Retail
5302 Jaguar Paramus	Y20991	Vehicle - New Retail

5302 Jaguar Paramus	Y21222	Vehicle - New Retail
5302 Jaguar Paramus	Y21695	Vehicle - New Retail
5302 Jaguar Paramus	Y24005	Vehicle - New Retail
5304 Jaguar North Point	Y20560	Vehicle in Dealer Stock
5304 Jaguar North Point	Y20967	Vehicle - New Retail
5304 Jaguar North Point	Y21799	Vehicle - New Retail
5305 Jaguar St. Louis	Y20835	Vehicle - New Retail
5317 Jaguar Annapolis	Y20983	Vehicle in Dealer Stock
5319 Jaguar Roanoke	Y20374	Vehicle - New Retail
5319 Jaguar Roanoke	Y20630	Vehicle in Dealer Stock
5319 Jaguar Roanoke	Y21063	Vehicle in Dealer Stock
5321 Jaguar Columbia	Y20536	Vehicle - New Retail
5321 Jaguar Columbia	Y20602	Vehicle - New Retail
5321 Jaguar Columbia	Y21169	Vehicle - New Retail
5321 Jaguar Columbia	Y21282	Vehicle - New Retail
5322 Jaguar Birmingham	Y20552	Vehicle - New Retail
5328 Jaguar Peabody	Y21482	Vehicle - New Retail
5330 Jaguar Jacksonville	Y21131	Vehicle - New Retail
5330 Jaguar Jacksonville	Y21719	Vehicle - New Retail
5330 Jaguar Jacksonville	Y21823	Vehicle - New Retail
5330 Jaguar Jacksonville	Y21863	Vehicle - New Retail
5331 Jaguar Manhattan	Y20544	Vehicle - New Retail
5331 Jaguar Manhattan	Y20849	Vehicle - New Retail
5331 Jaguar Manhattan	Y21490	Vehicle - New Retail
5331 Jaguar Manhattan	Y22647	Vehicle - New Retail
5331 Jaguar Manhattan	Y23074	Vehicle - New Retail
5333 Jaguar Huntington	Y22107	Vehicle - New Retail
5333 Jaguar Huntington	Y22339	Vehicle - New Retail
5333 Jaguar Huntington	Y23062	Vehicle - New Retail
5333 Jaguar Huntington	Y24369	Vehicle - New Retail
5387 Jaguar Orlando	Y20445	Vehicle - New Retail
5387 Jaguar Orlando	Y20451	Vehicle - New Retail
5387 Jaguar Orlando	Y21691	Vehicle - New Retail
5390 Jaguar Austin	Y23118	Vehicle in Dealer Stock
5391 Jaguar Orland Park	Y21675	Vehicle - New Retail
5398 Jaguar Greensboro	Y20424	Vehicle in Dealer Stock
5398 Jaguar Greensboro	Y20610	Vehicle - New Retail
5398 Jaguar Greensboro	Y20857	Vehicle - New Retail
5398 Jaguar Greensboro	Y21667	Vehicle - New Retail
5398 Jaguar Greensboro	Y21851	Vehicle - New Retail
5471 Jaguar Main Line	Y20442	Vehicle - New Retail
5490 Jaguar Tysons Corner	Y24594	Vehicle in Dealer Stock
5504 Brown's Jaguar	Y24101	Vehicle - New Retail

5504 Brown's Jaguar	Y24253	Vehicle - New Retail
5533 Jaguar Hilton Head	Y21847	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20350	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20398	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20540	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20664	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20899	Vehicle - New Retail
5537 Rusnak / Pasadena	Y20908	Vehicle - New Retail
5537 Rusnak / Pasadena	Y21014	Vehicle - New Retail
5537 Rusnak / Pasadena	Y21127	Vehicle - New Retail
5537 Rusnak / Pasadena	Y22379	Vehicle - New Retail
5537 Rusnak / Pasadena	Y22851	Vehicle - New Retail
5537 Rusnak / Pasadena	Y22883	Vehicle - New Retail
5537 Rusnak / Pasadena	Y24626	Vehicle - New Retail
5537 Rusnak / Pasadena	Y24742	Vehicle - New Retail
5585 Harper Jaguar	Y20912	Vehicle - New Retail
5585 Harper Jaguar	Y21699	Vehicle - New Retail
5601 Jaguar Chantilly	Y21071	Vehicle - New Retail
5605 Jaguar West Chester	Y20935	Vehicle - New Retail
5605 Jaguar West Chester	Y22271	Vehicle - New Retail
5605 Jaguar West Chester	Y23022	Vehicle - New Retail
5612 Jaguar Huntsville	Y21038	Vehicle - Used Retail
5616 Jaguar Scarborough	Y20810	Vehicle - New Retail
5618 Hennessy Jaguar	Y20996	Vehicle - New Retail
5618 Hennessy Jaguar	Y21843	Vehicle - New Retail
5625 Scott Jaguar	Y21026	Vehicle - New Retail
5625 Scott Jaguar	Y22955	Vehicle - New Retail
5625 Scott Jaguar	Y23154	Vehicle - New Retail
5628 Jaguar Newport Beach	Y21022	Vehicle - New Retail
5631 Jaguar Indianapolis	Y24009	Vehicle - New Retail
5635 Kempthorn Motors, Inc.	Y21442	Vehicle - New Retail
5641 Warren Henry Jaguar	Y20402	Vehicle - New Retail
5641 Warren Henry Jaguar	Y21883	Vehicle - New Retail
5653 Cole European	Y24666	Vehicle - New Retail
5662 Jaguar Cary	Y21855	Vehicle - New Retail
5664 Jaguar Hunt Valley	Y20427	Vehicle - New Retail
5664 Jaguar Hunt Valley	Y21627	Vehicle in Dealer Stock
5664 Jaguar Hunt Valley	Y23298	Vehicle - New Retail
5686 Jaguar Troy	Y23429	Vehicle - New Retail
5686 Jaguar Troy	Y23985	Vehicle - New Retail
5691 Jaguar Sarasota	Y20818	Vehicle - Used Retail
5691 Jaguar Sarasota	Y21647	Vehicle - New Retail
5691 Jaguar Sarasota	Y22263	Vehicle - New Retail

5692 Jaguar Wichita	Y21486	Vehicle - New Retail
5692 Jaguar Wichita	Y24065	Vehicle - New Retail
5701 West-Herr Jaguar	Y20390	Vehicle - New Retail
5701 West-Herr Jaguar	Y20622	Vehicle - New Retail
5701 West-Herr Jaguar	Y22299	Vehicle - New Retail
5701 West-Herr Jaguar	Y22303	Vehicle - Used Retail
5709 Ray Catena Jaguar of Edison	Y20873	Vehicle - New Retail
5709 Ray Catena Jaguar of Edison	Y22147	Vehicle in Dealer Stock
5709 Ray Catena Jaguar of Edison	Y22735	Vehicle - New Retail
5709 Ray Catena Jaguar of Edison	Y23218	Vehicle - New Retail
5726 Paretto Jaguar of Baton Rouge	Y23122	Vehicle - New Retail
5730 Jaguar Monterey	Y24718	Vehicle - New Retail
5742 Jaguar Freeport	Y20386	Vehicle - New Retail
5742 Jaguar Freeport	Y20516	Vehicle - New Retail
5759 Bobby Rahal Jaguar	Y20430	Vehicle - New Retail
5759 Bobby Rahal Jaguar	Y20564	Vehicle - New Retail
5759 Bobby Rahal Jaguar	Y23673	Vehicle - New Retail
5759 Bobby Rahal Jaguar	Y23869	Vehicle - New Retail
5759 Bobby Rahal Jaguar	Y23937	Vehicle - New Retail
5767 Jaguar Naperville	Y21218	Vehicle - New Retail
5767 Jaguar Naperville	Y21494	Vehicle - New Retail
5767 Jaguar Naperville	Y21587	Vehicle - New Retail
5767 Jaguar Naperville	Y21815	Vehicle - New Retail
5767 Jaguar Naperville	Y22919	Vehicle - New Retail
5768 Jaguar of Tampa	Y20886	Vehicle - New Retail
5777 Hennessy Jaguar Gwinnett	Y20410	Vehicle - New Retail
5777 Hennessy Jaguar Gwinnett	Y21651	Vehicle - New Retail
5784 Jaguar Livermore	Y20498	Vehicle - New Retail
5784 Jaguar Livermore	Y20598	Vehicle - New Retail
5796 Jaguar Des Moines	Y21340	Vehicle - New Retail
5796 Jaguar Des Moines	Y22751	Vehicle - New Retail
5798 Jaguar Fox Valley	Y20931	Vehicle - New Retail
5798 Jaguar Fox Valley	Y21075	Vehicle - New Retail
5798 Jaguar Fox Valley	Y21671	Vehicle - New Retail
5798 Jaguar Fox Valley	Y22827	Vehicle - New Retail
5798 Jaguar Fox Valley	Y22843	Vehicle - New Retail
5798 Jaguar Fox Valley	Y24085	Vehicle - New Retail