

TECHNICAL BULLETIN

K417NAS1

04 NOV 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.

SECTION: 501-00

Service Action: Cross Brace Creak

AFFECTED VEHICLE RANGE:

F-PACE (X761)

Model Year: 2017
VIN: 045591-061340
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and in some cases a metallic 'creak' noise may be heard from the rear wheel arch area behind the seat when driving over uneven surfaces.

Investigations have identified that the cross brace installed in the rear of the vehicle is rubbing against the bodywork, causing the metallic 'creak' noise under the circumstances above.

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:



NOTE: One roll of tape will repair 100 vehicles. Order only one roll.

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE
Felt Roll	T4A14134	1
Rear seat clips	T2H15258	3

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.



NOTE: One roll of tape will repair 100 vehicles. When submitting a claim, the first vehicle should be claimed under Option Code 'B' or 'C' with the remaining 99 under Option Code 'D' or 'E' as appropriate.

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.

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.

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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
K417	B	Install felt pad to each side	76.96.43	1.50	T4A14134 T2H15258	1 3
K417	C	Install felt pad to each side Drive in/drive out	76.96.43 10.10.10	1.50 0.20	T4A14134 T2H15258	1 3
K417	D	Install felt pad to each side	76.96.43	1.50	T2H15258	3
K417	E	Install felt pad to each side Drive in/drive out	76.96.43 10.10.10	1.50 0.20	T2H15258	3

Normal Warranty policies and procedures apply.

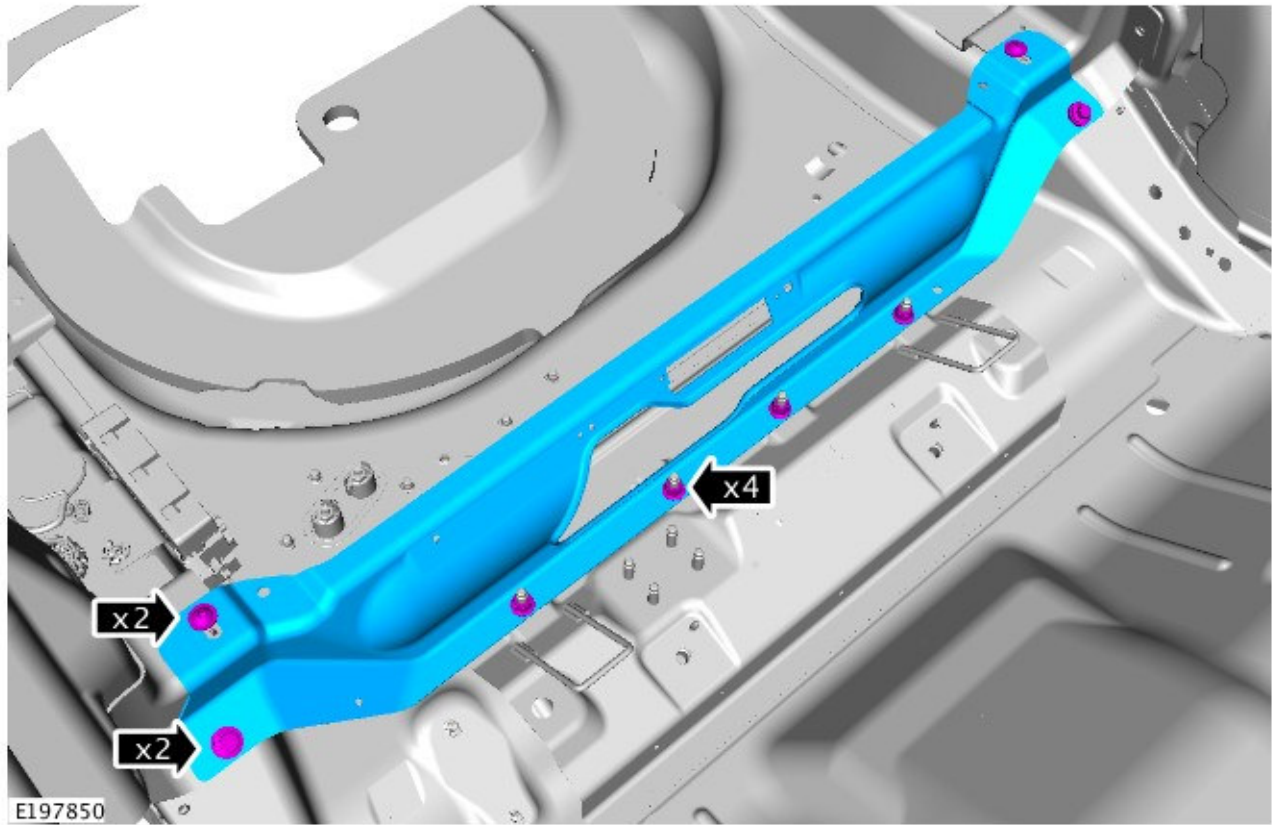
SERVICE INSTRUCTION:



NOTE: Components shown removed for clarity.

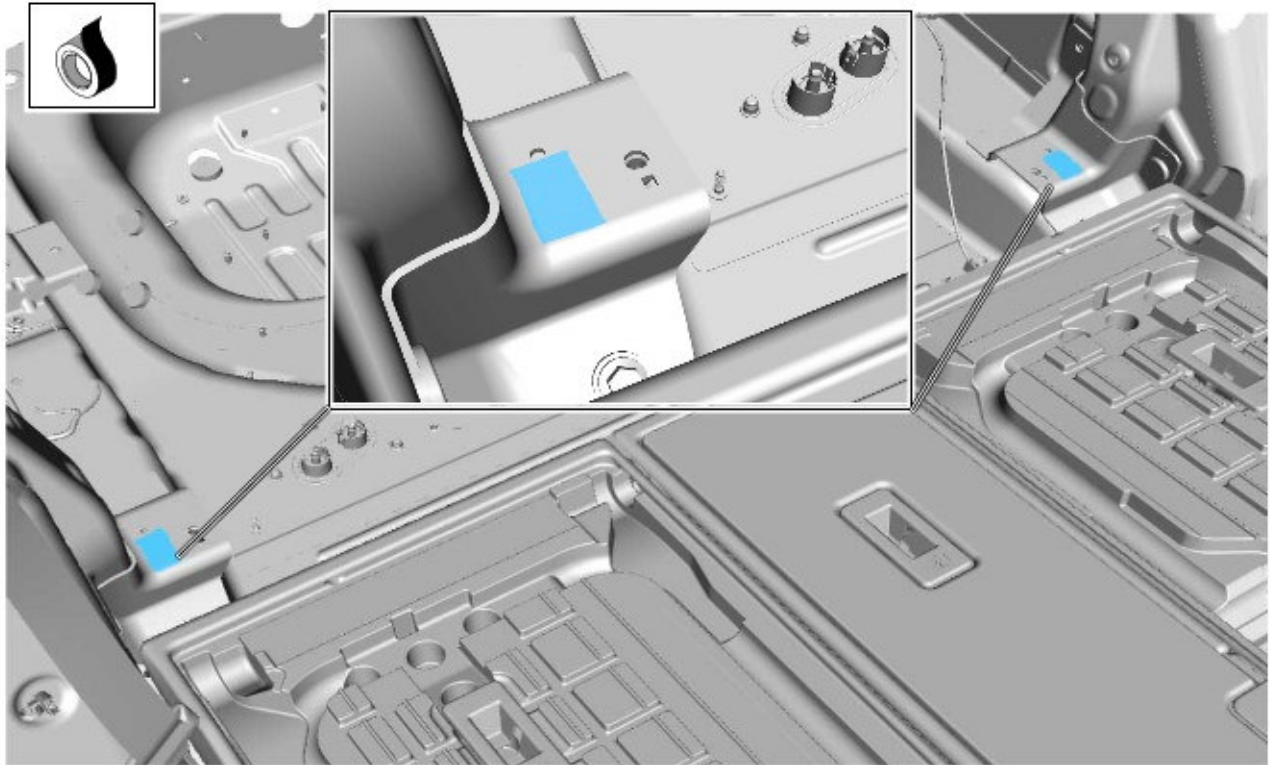
1. Remove the Loadspace Trim Panel LH/RH for access only (see TOPIX Workshop Manual section 501-05: Interior Trim and Ornamentation).

2. Remove the cross brace.
 - Remove the four bolts.
 - Remove the four nuts.



3.  **CAUTION: Make sure that the area is clean before installing the felt tape.**

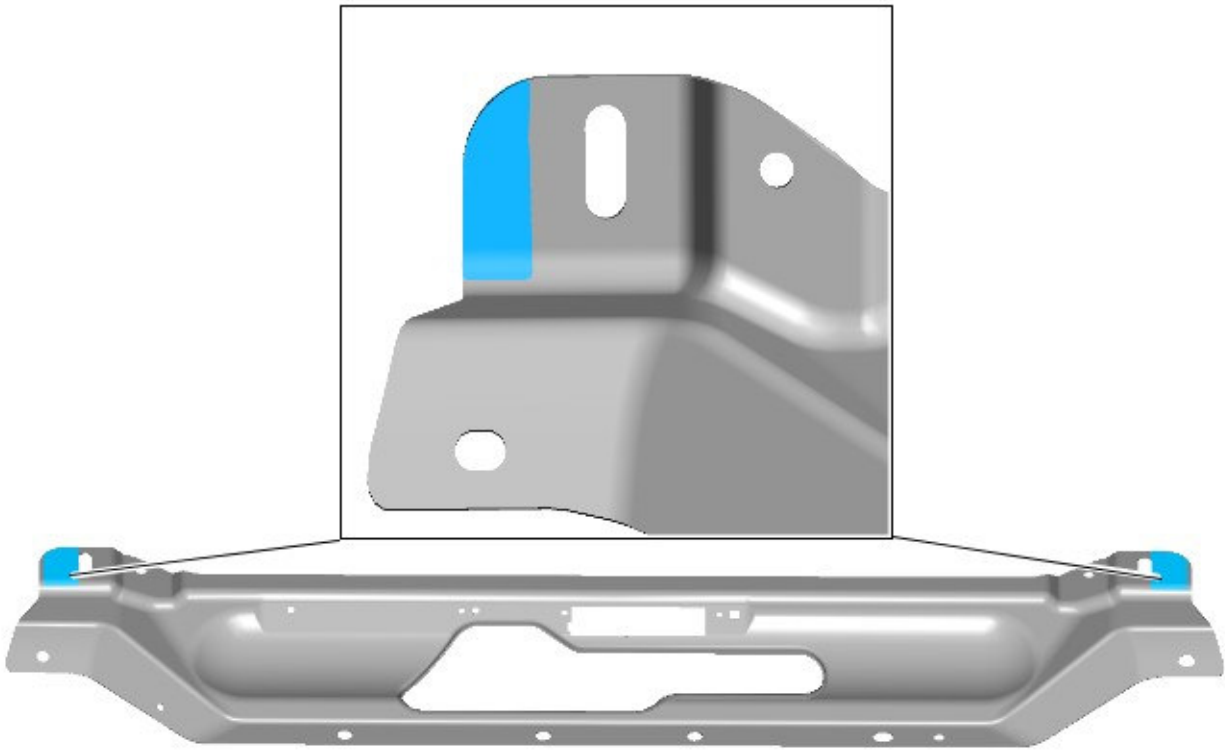
Cut two lengths of 1.6mm thick felt tape and apply to the panel as shown.



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4.  **CAUTION: Make sure that the area is clean before installing the felt tape.**

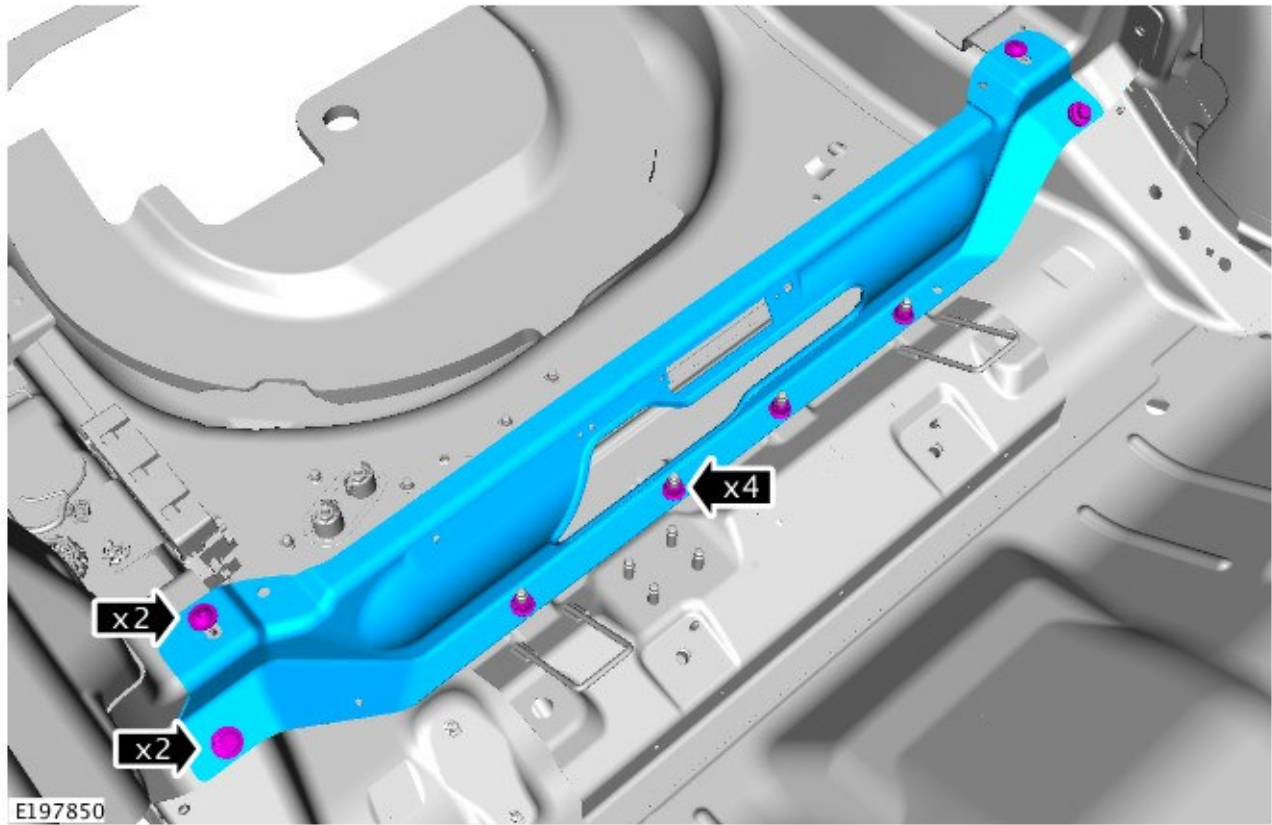
Cut two lengths of 1.6mm thick felt tape and apply to the cross brace in the locations as shown.



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5. Install the cross brace.

- Install the four bolts.
 - Torque: **48 Nm**
- Install the four nuts.
 - Torque: **48 Nm**



6. Install the Loadspace Trim Panel LH/RH (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).