

TECHNICAL BULLETIN

K415NAS1

17 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: 501-25C

Service Action: Water Ingress - Left Hand A Post

AFFECTED VEHICLE RANGE:

XE (X760)

Model Year: 2017
VIN: 951931-955728
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

This Service Action supersedes Update Prior to Sale UPS5616 with immediate effect.

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where a change to the robotic sealing process occurred which led to a small area of sealant in the vicinity of the cowl panel being omitted only on the left-side of the vehicle. Consequently, water may run through the 'A' Pillar into the footwell area of the vehicle.

Where possible, affected vehicles must be stored in a covered area to prevent any water ingress until such time as a repair is conducted.

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:

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE
Front left carpet - LHD AWD - Jet	T2H5931PVJ	1
Front left carpet - LHD AWD - Oyster	T2H5931AMT	1
Front left Carpet - LHD ECO - Oyster	T4N13757AMT	1
Front left Carpet - LHD ECO - Jet	T4N13757PVJ	1
Front left Carpet - LHD Premium - Oyster	T2H17597AMT	1
Front left Carpet - LHD Premium - Jet	T2H17597PVJ	1
Rear Carpet - Jet	T2H2962PVJ	1
Rear Carpet - Oyster	T2H2962AMT	1
Rear Carpet - Jet	T4N2721PVJ	1
Rear Carpet - Oyster	T4N2721AMT	1
Clear Silicone Sealant - (Ex.: Loctite 595)	Other	*\$8.12 CAD / \$6.20 USD
Etch Primer - (Ex.: Rust-Oleum 597179) Top Coat - (Ex.: Rust-Oleum 771683)	Other	*\$14.21 CAD / \$10.85 USD

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE
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* - an allowance has been provided to cover the cost of the sealant, primer, and top coat.

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 Program Code '**K415**', Option Code '**X**', and any relevant parts and Sundry Code information, using only the relevant parts and labor operations performed on the vehicle. 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.

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.



NOTE: The work detailed below is dependent on the condition of the carpet and the amount of water identified within the vehicle. Further details are provided within the Service Instructions.

DESCRIPTION	SRO	TIME (HOURS)	PART No./SUNDRY CODE	*QTY./VALUE
Check sealant has been applied - No further action	76.96.44	0.30	-	-
Check sealant - Apply sealant - Dry vehicle/electronics - Refit carpet	76.96.45	1.10	Other	\$8.12 CAD / \$6.20 USD
Check sealant - Apply sealant - Dry vehicle/electronics - Install new front carpet	76.96.47	1.10	Other See Parts table	\$8.12 CAD / \$6.20 USD
Check sealant - Apply sealant - Dry vehicle/electronics - Install new front and rear carpet	76.96.48	1.30	Other See Parts table	\$8.12 CAD / \$6.20 USD
Remove/refit brace - Clean & Paint	05.10.40	0.40	Other	\$14.21 CAD / \$10.85 USD
Drive in/drive out	10.10.10	0.20	-	-

* - an allowance has been provided to cover the cost of the sealant, primer, and top coat.

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION A:

1. Remove the cowl vent screen (see TOPIX Workshop Manual section 501-02: Front End Body Panels - Cowl Vent Screen).

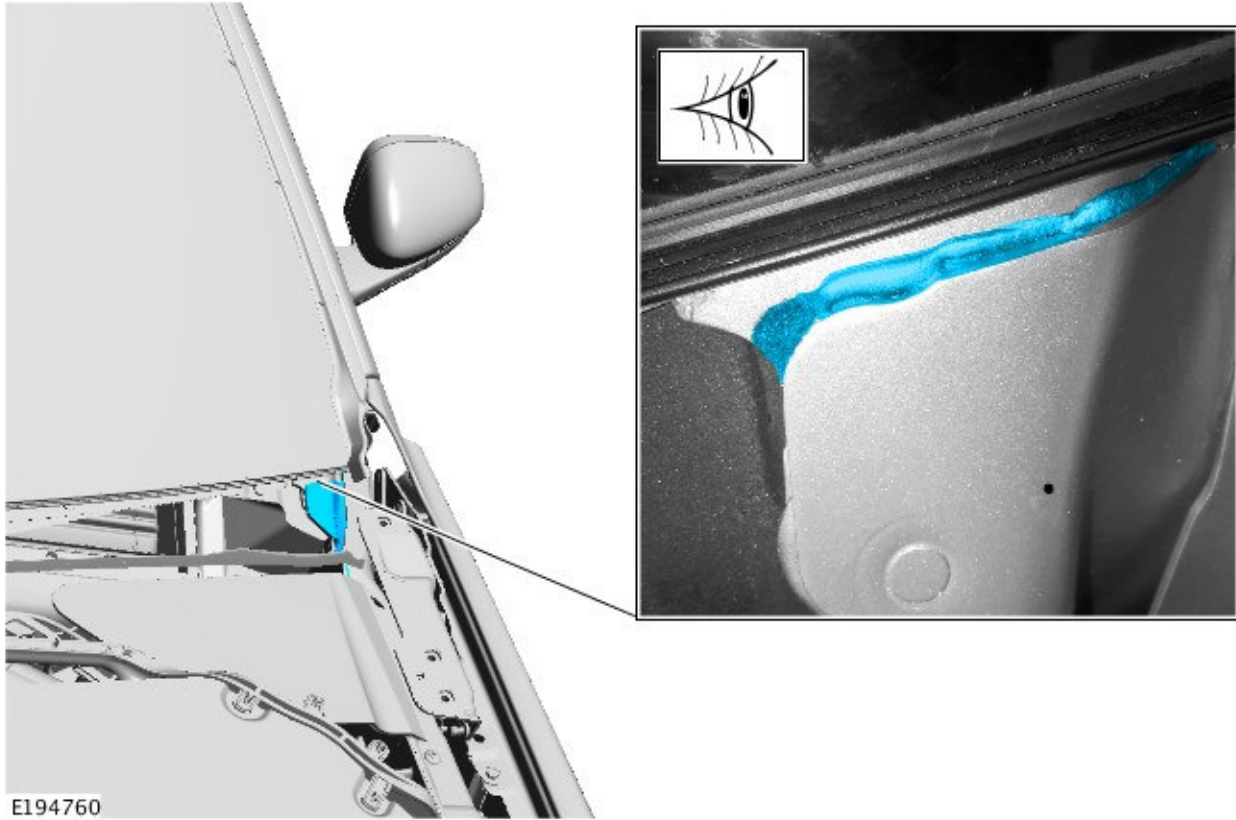


2. **NOTE: The repair process is for the left-hand 'A' pillar only.**

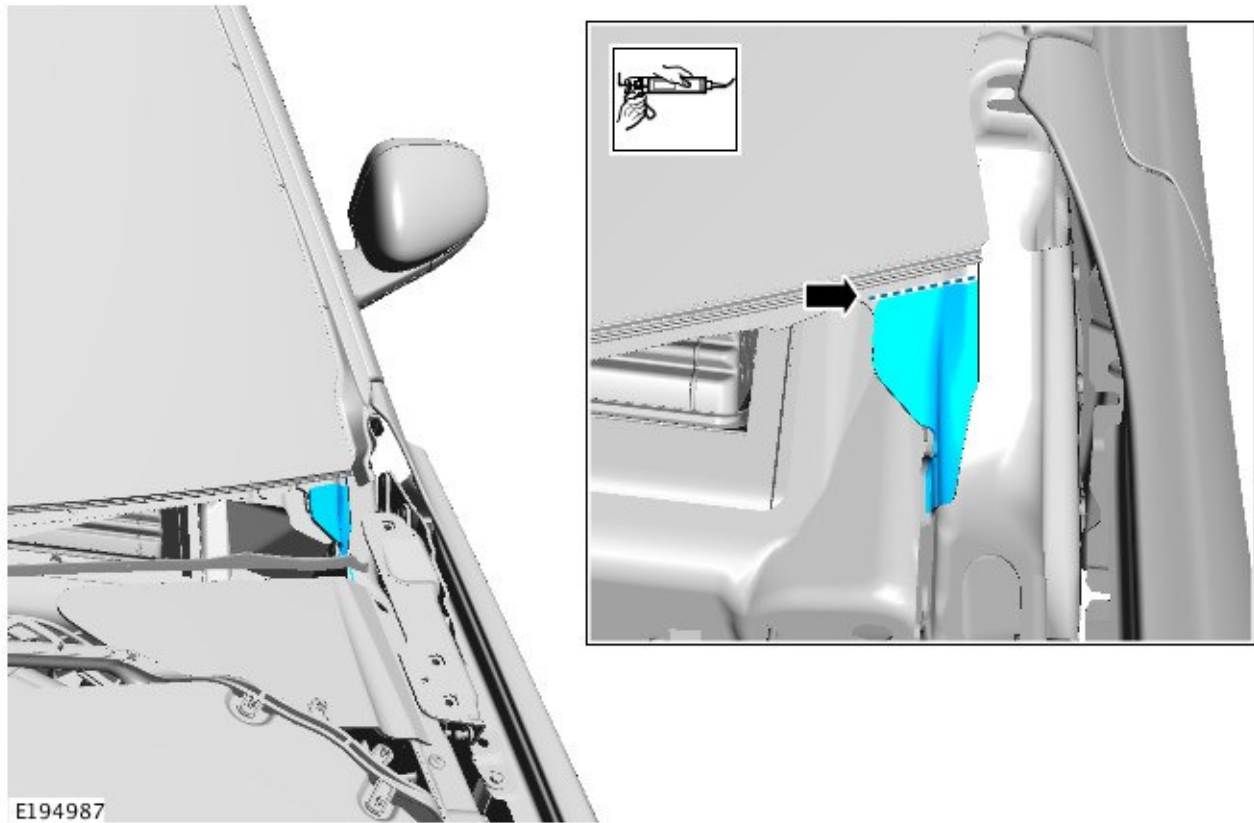
Visually check to see if the sealant is applied in the area shown.


- If the sealant is applied, no corrective action is required.

- Install the cowl panel vent screen (see TOPIx Workshop Manual section 501-02: Front End Body Panels).
- Release the vehicle for onward distribution or sale.
- If the sealant is not applied, go to Step 3.

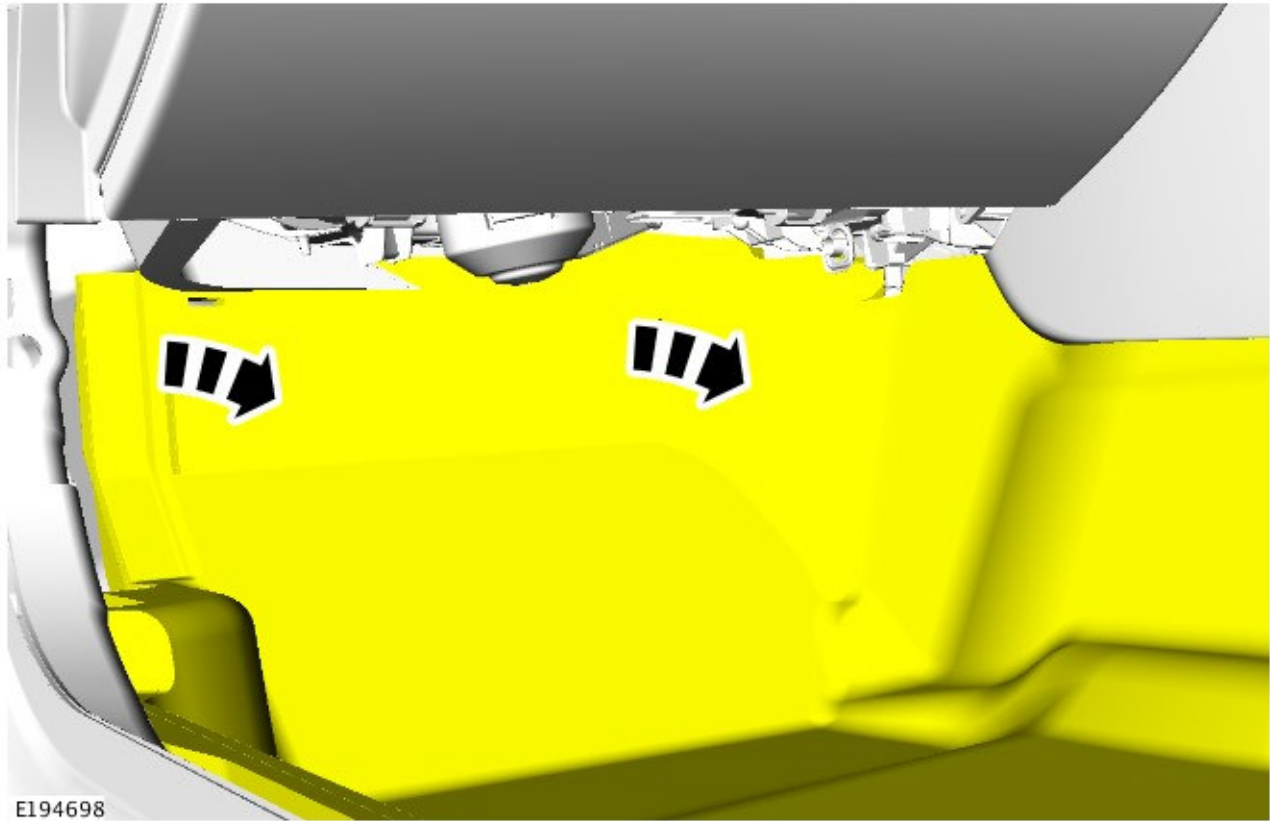


3. Apply sealant to the area shown.

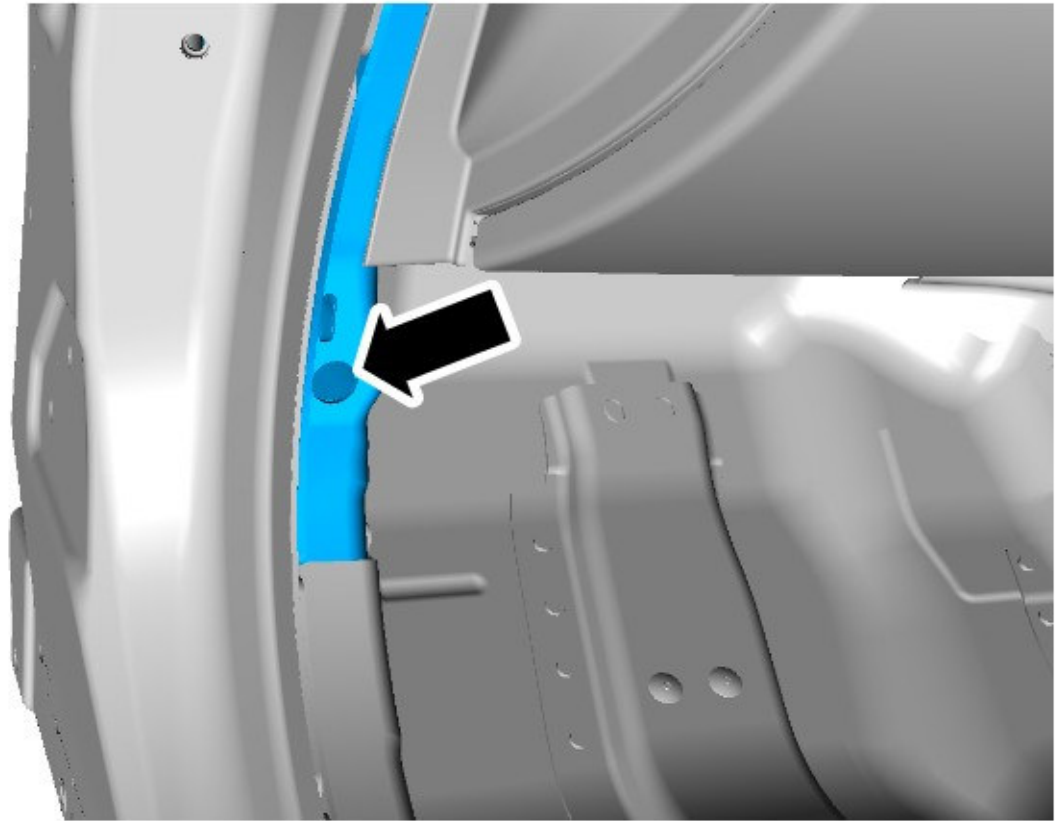


4. Install the cowl panel vent screen (see TOPIx Workshop Manual section 501-02: Front End Body Panels).
5. Open the front left door.
6. Remove the front left scuff plate trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Front Scuff Plate Trim Panel).
7. Remove the cowl side trim panel - left (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Cowl Side Trim Panel).
8.  **NOTE: Remove any standing water before repositioning the carpet.**

Position the front left carpet to one side.



9. Using a syringe or similar tool, remove any standing water located in the lower 'A' pillar using the access hole shown.



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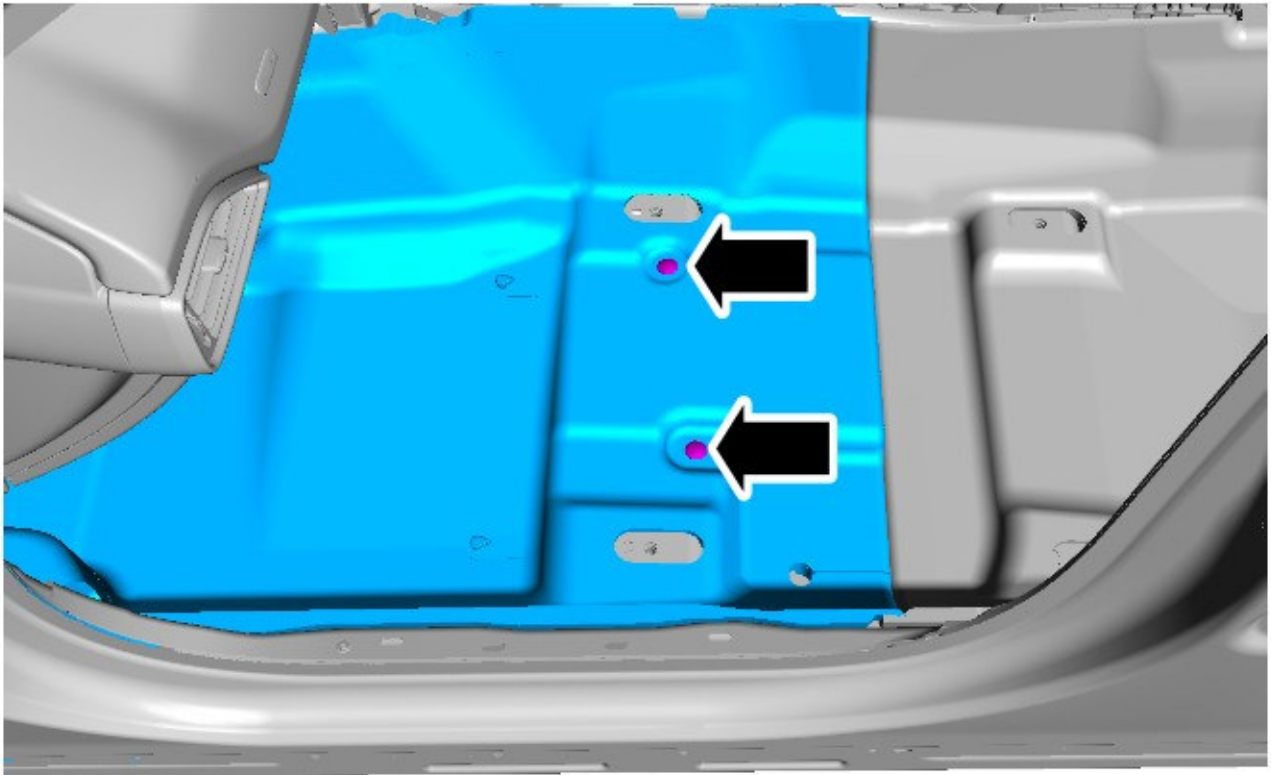
10. Visually check the floor pan for signs of water.

- If no water is found, go to SERVICE INSTRUCTION B, Step 5.
- If water is found, remove the water using a suitable absorbent cloth.
- Go to Step 11.

11. Remove the left 'B' pillar lower trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - B-Pillar Lower Trim Panel).

12. Remove the front left seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).

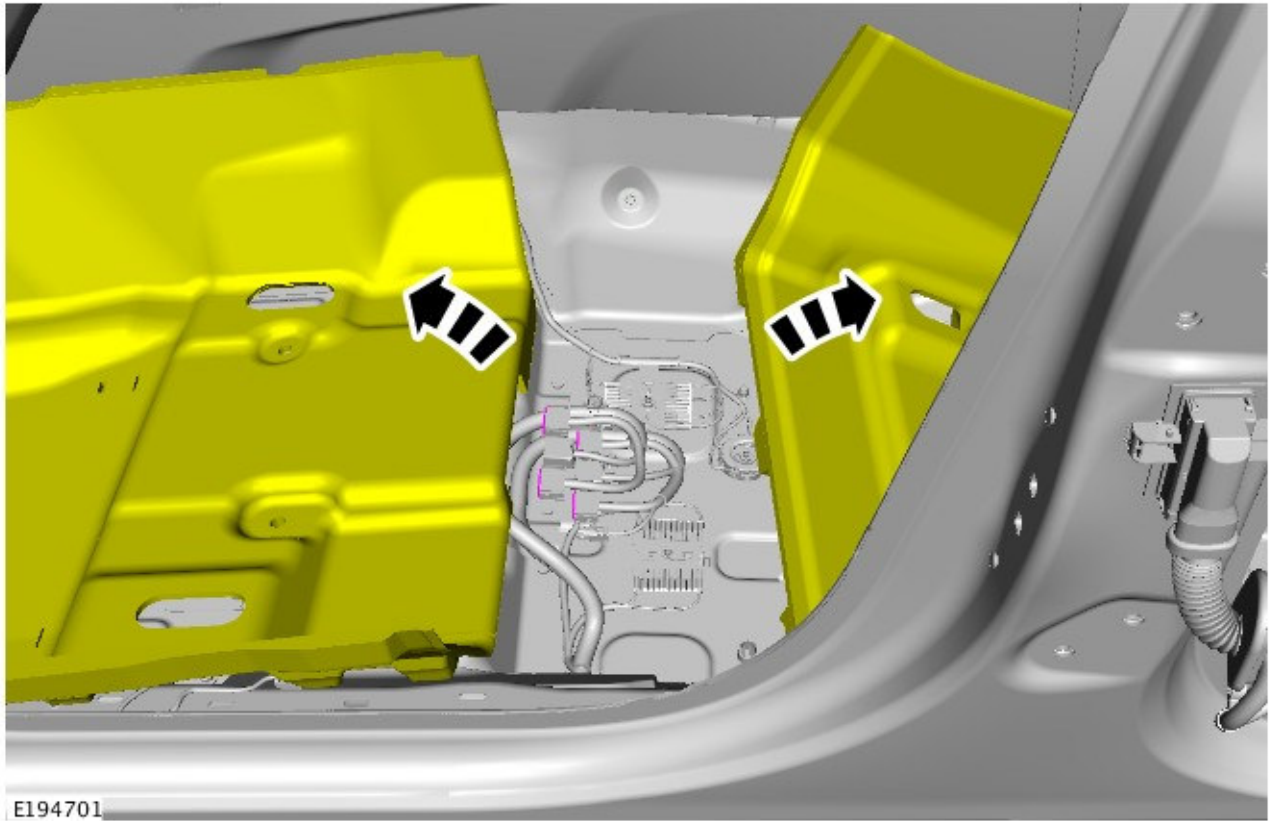
13. Remove the fasteners from the front left carpet.



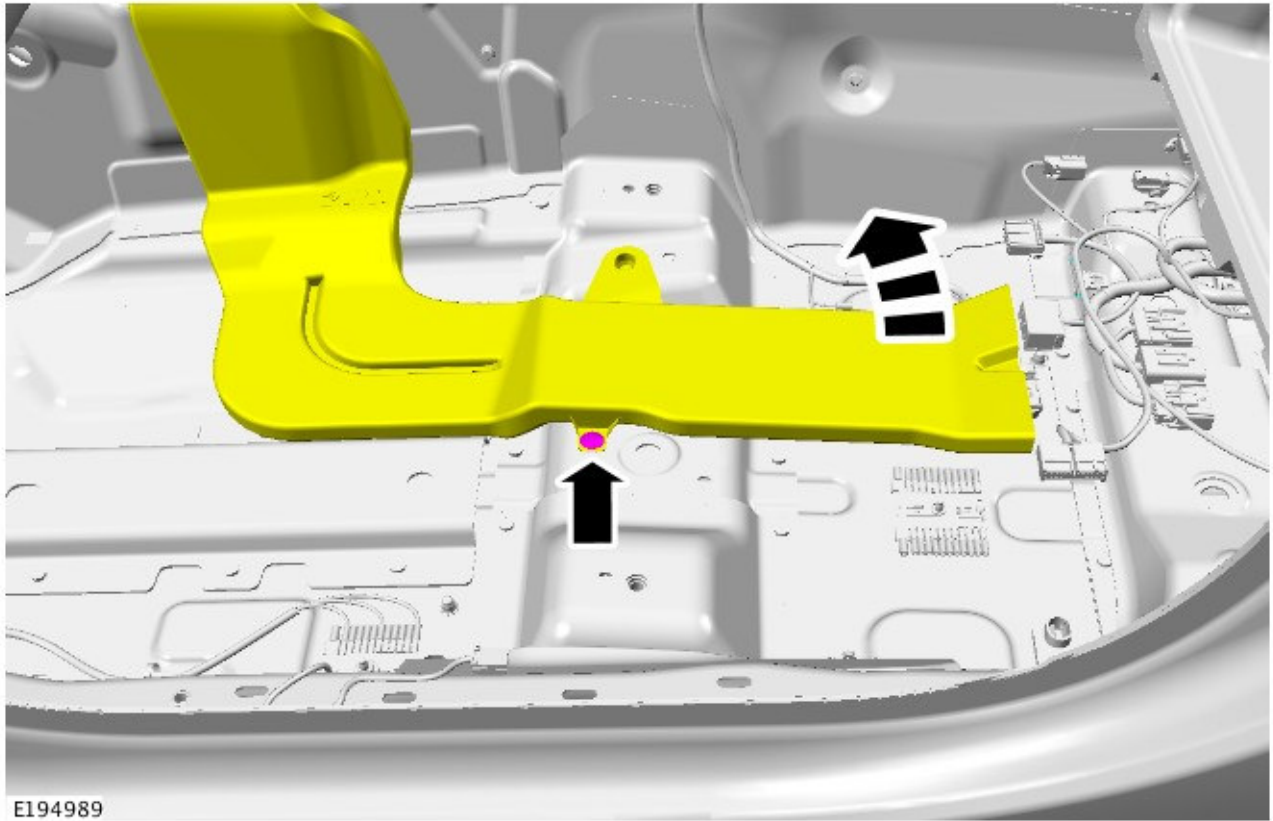
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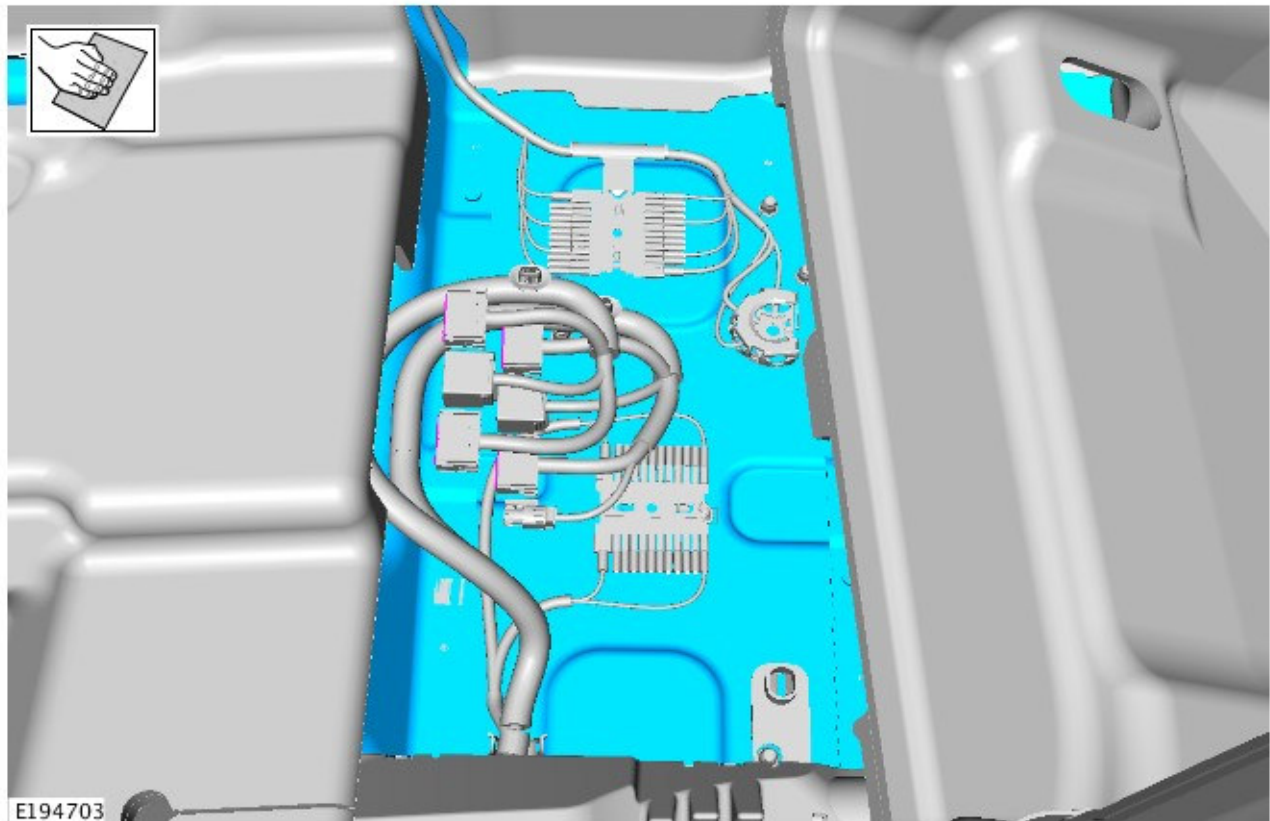
14. Position the front left and rear carpet to one side to access the three ground terminals.



15. Position the heater vent to one side to access the floor pan/ground terminals.

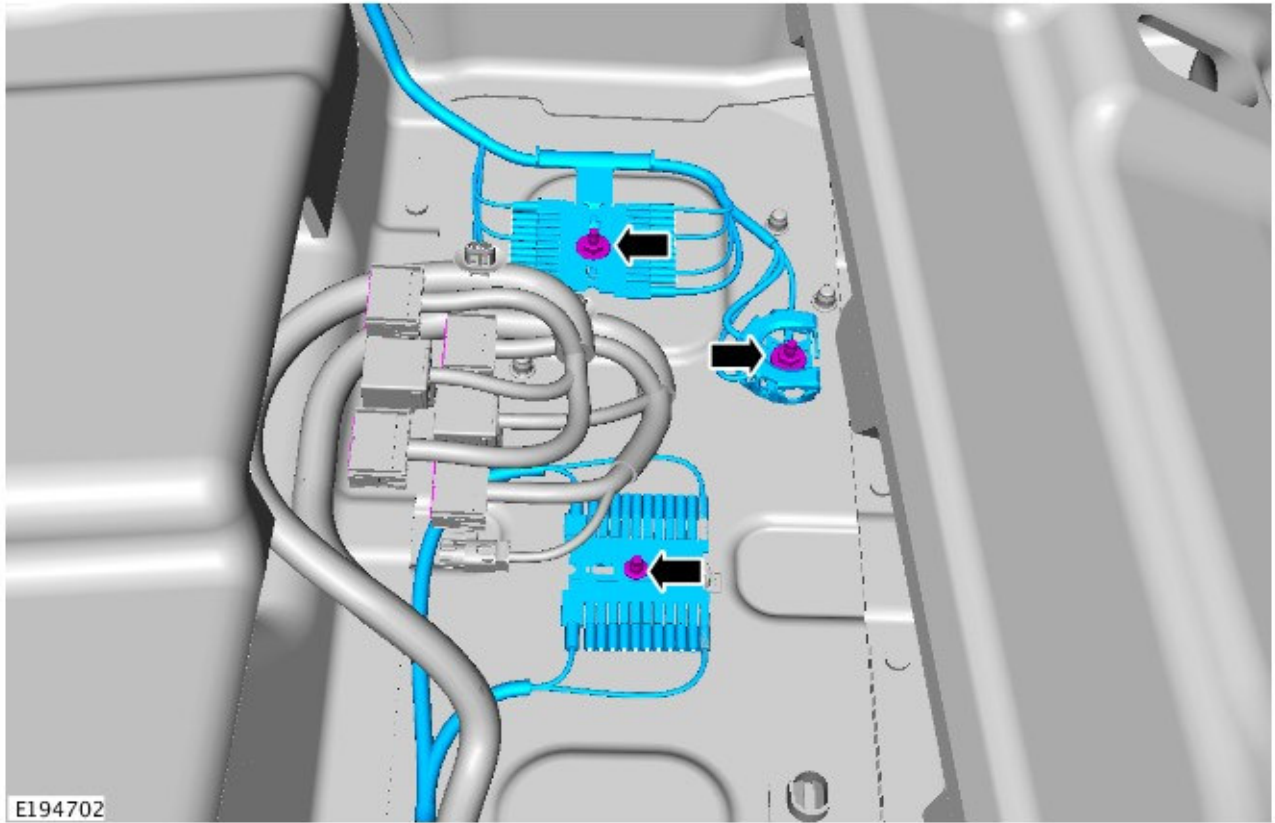


16. Clean the floor pan using a suitable absorbent cloth.



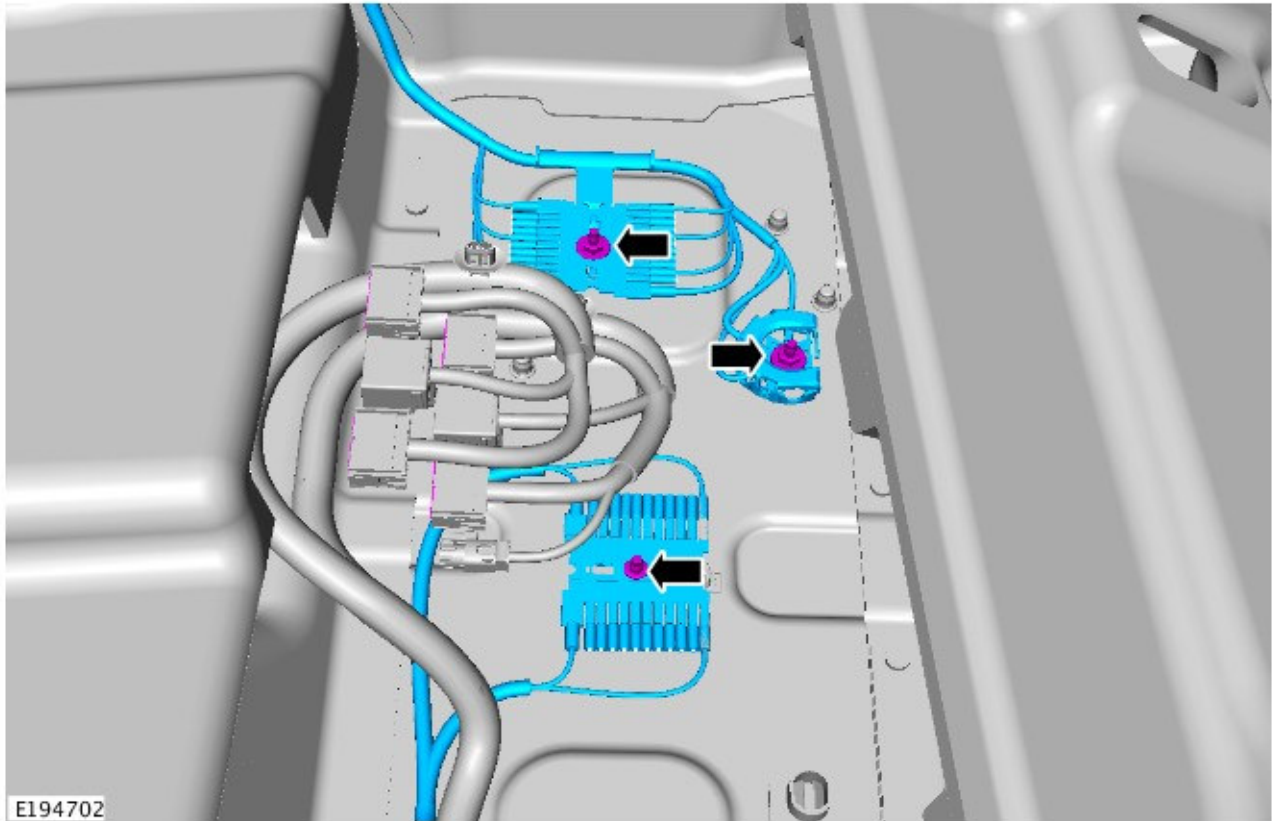
17. Remove the three ground terminals.

1. Dry and remove any corrosion
2. Apply electrical contact cleaner to the ground terminals.



18. Install the three ground terminals.

- Torque: **10.5 Nm**



19. Visually inspect the body brace for corrosion.

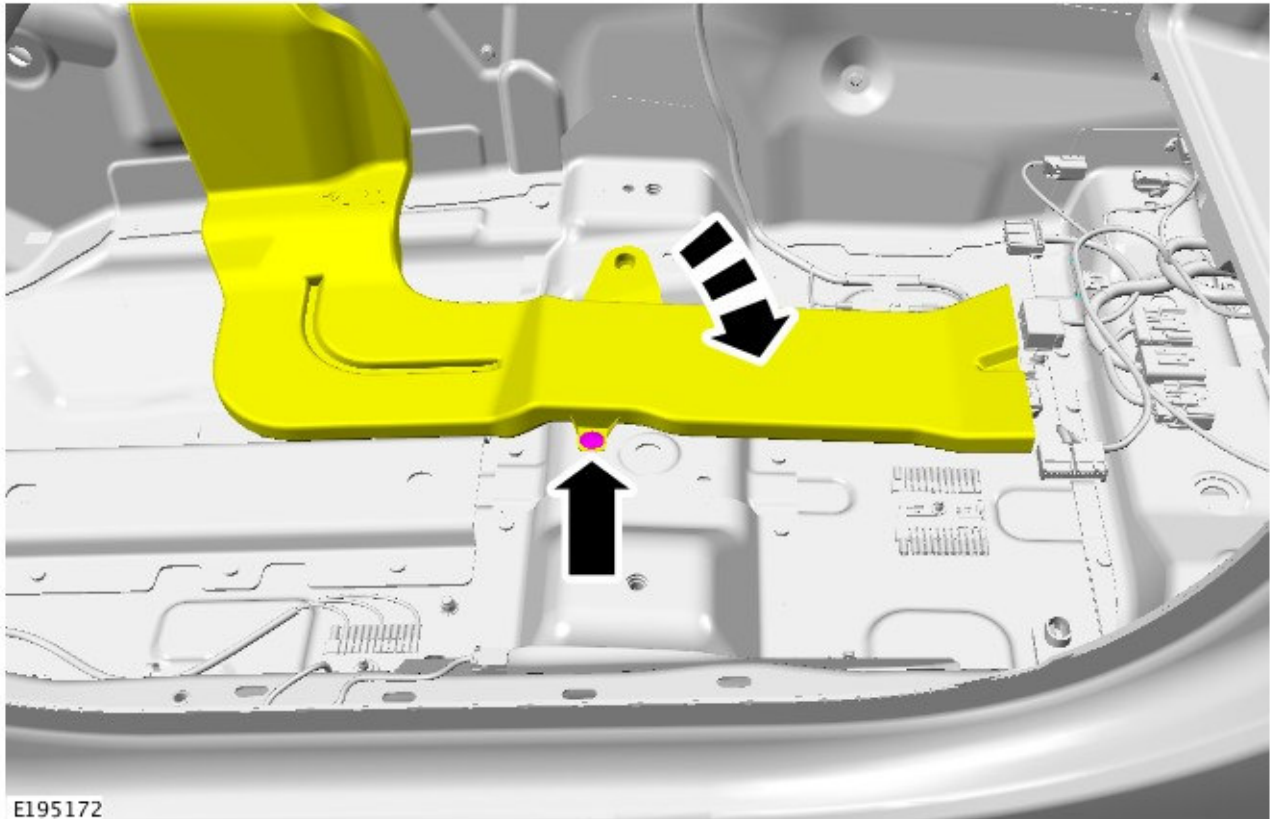
- If no corrosion is evident, go to step 20.
- If corrosion is evident, remove the body brace fixing and remove the body brace.
- Remove any corrosion with a wire brush or similar tool.
- Clean both sides of the body brace with a spirit wipe cloth.
- Paint both sides of the body brace with etch primer and allow to dry.
- Paint both sides of the body brace with finish coat and allow to dry.
- Install the body brace and fixing.

- Torque **40 Nm**

- Go to step 20.



20. Install the heater vent.



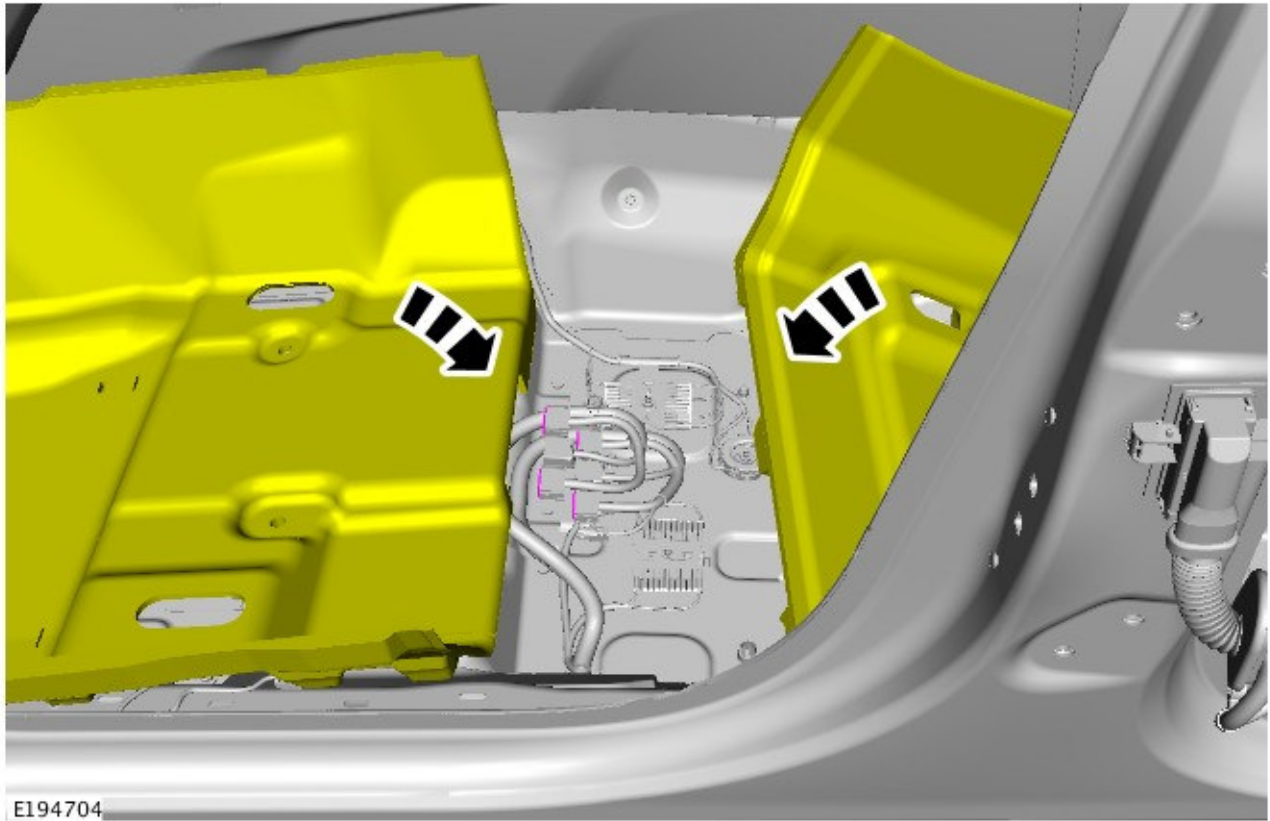
21. Visually check the condition of the carpets.

- If standing water is not present, go to SERVICE INSTRUCTION B.
- If standing water is present, go to SERVICE INSTRUCTION C.

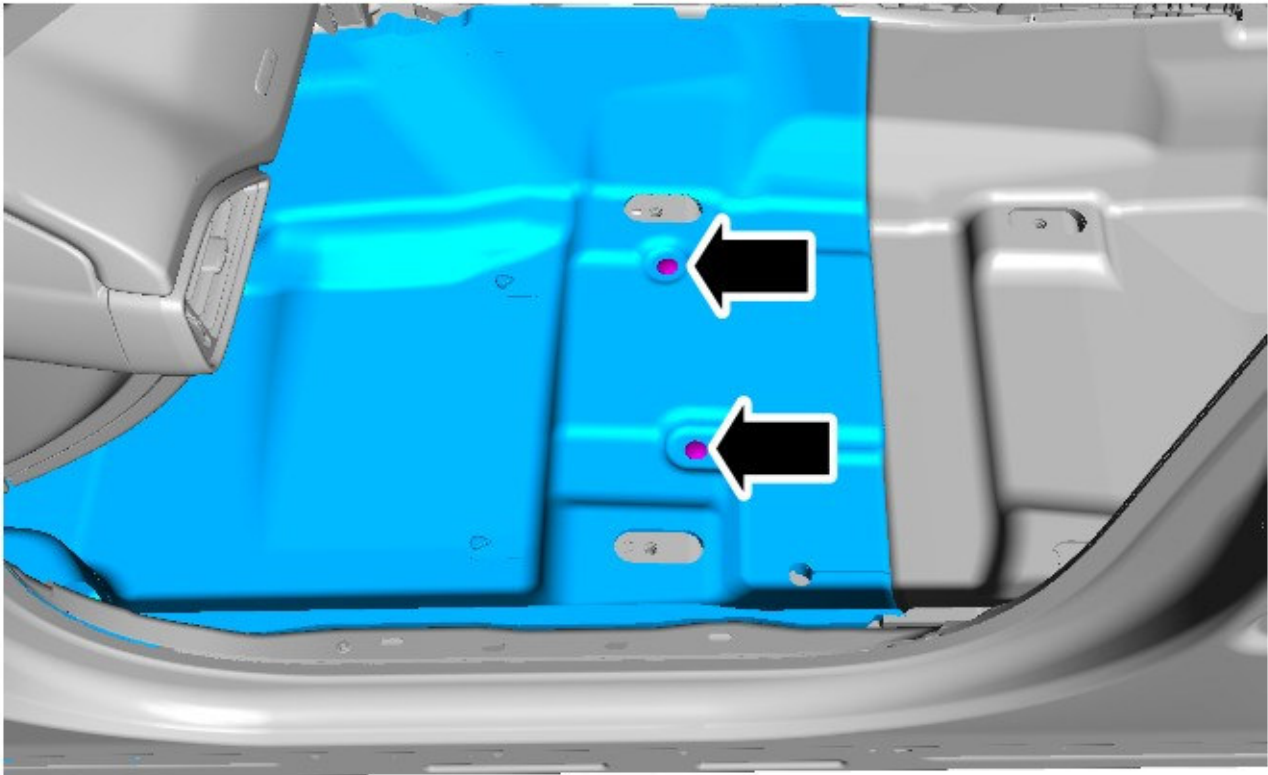
SERVICE INSTRUCTION B:

1.  **NOTE: Make sure parts are dry before installation.**

Install the original front left and rear carpets.



2. Install the fasteners to front left carpet.



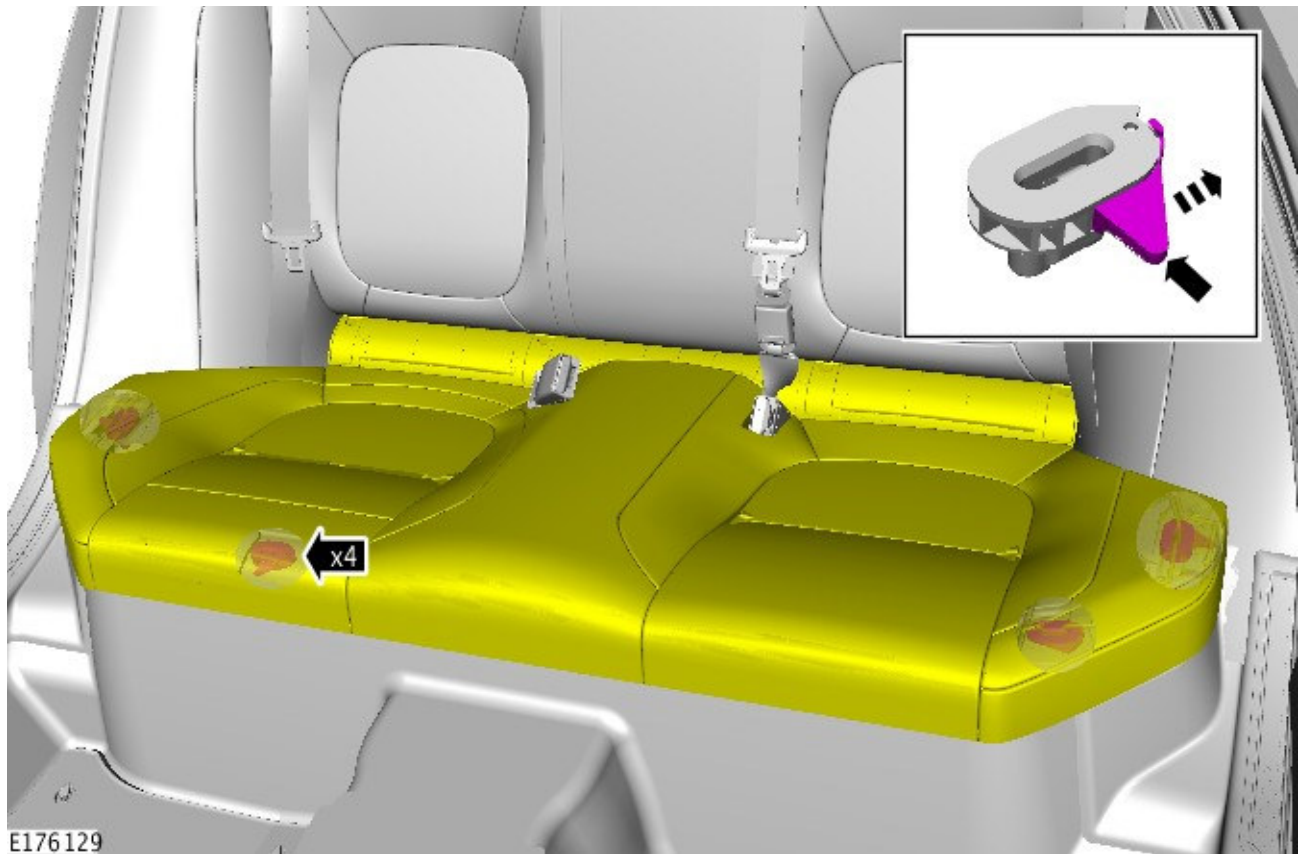
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3. Install the front left seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).
4. Install the left 'B' pillar lower trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - B-Pillar Lower Trim Panel).
5. Install the cowl side trim panel - left (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Cowl Side Trim Panel).
6. Install the front left scuff plate trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Front Scuff Plate Trim Panel).

SERVICE INSTRUCTION C:

1. If the rear carpet is wet and cannot be dried to an acceptable condition, go to Step 2.
2. Remove the rear seat cushion.

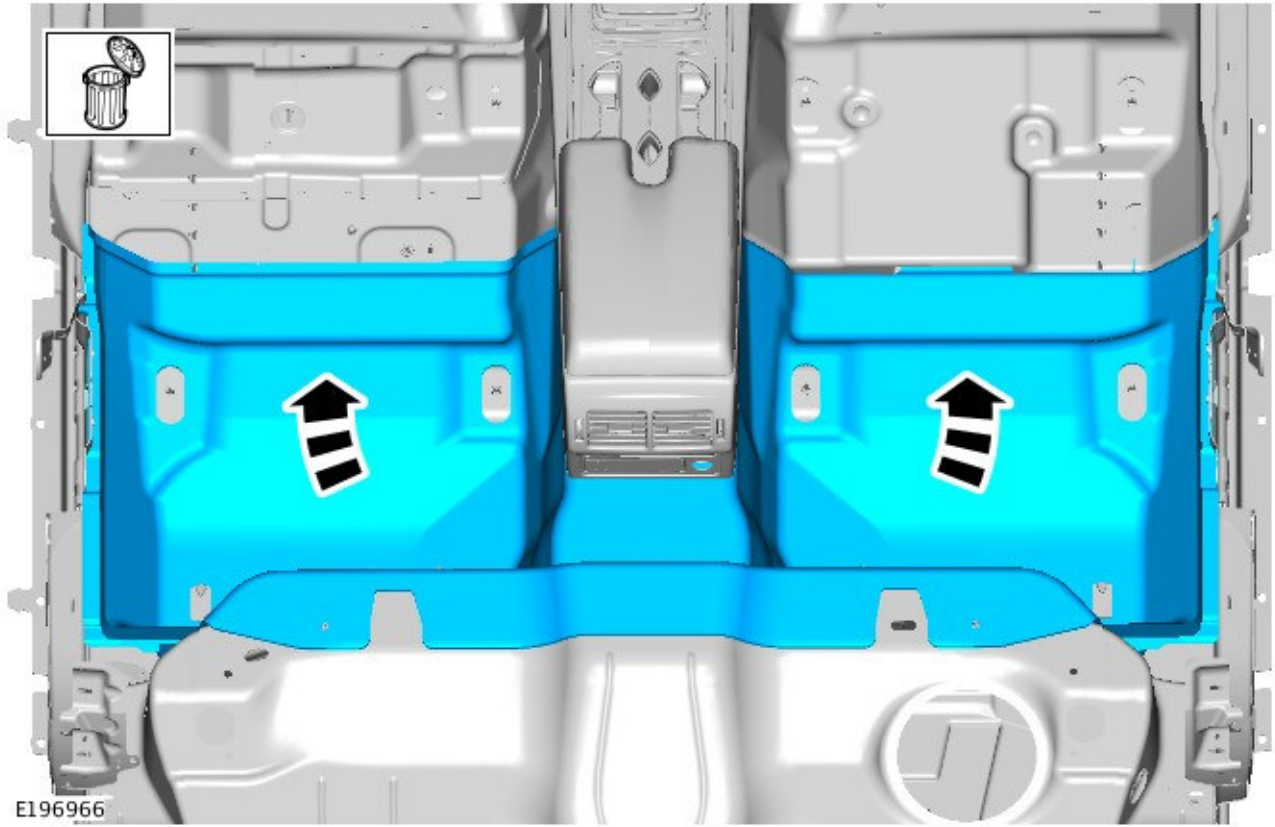


3. Remove the front right seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).

4. Remove the rear carpet fasteners.

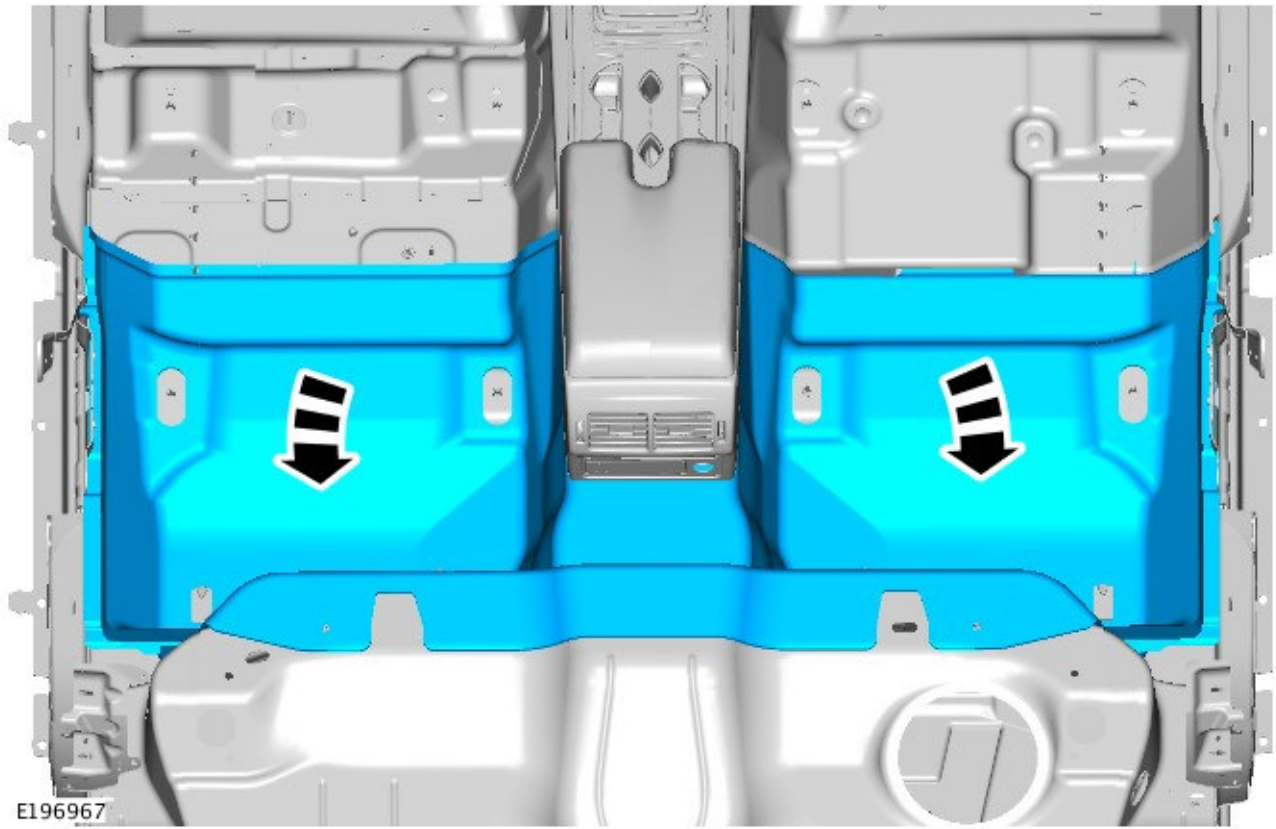


5. Remove and discard the rear carpet.



6.  **NOTE: Make sure parts are dry before installation.**

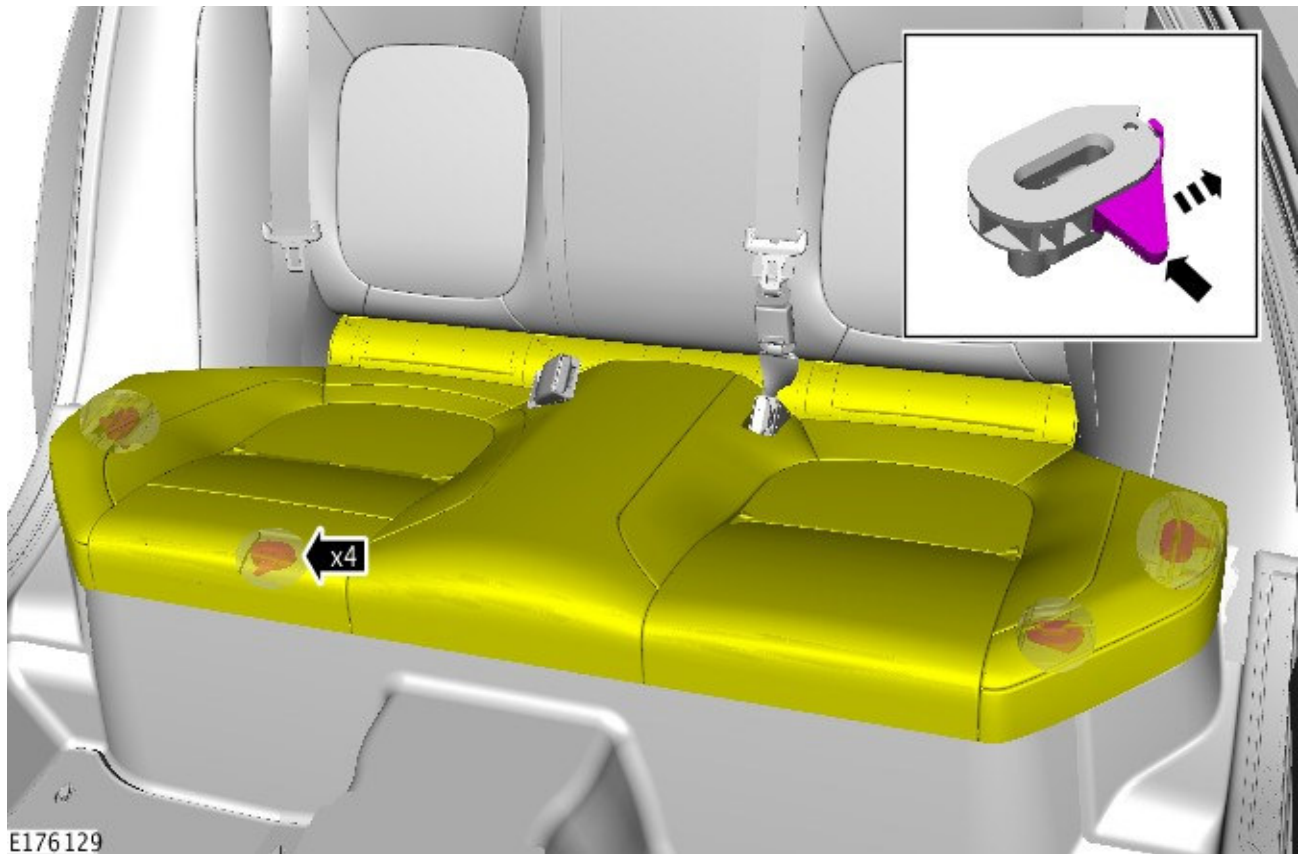
Install the new rear carpet.



7. Install the rear carpets fasteners.



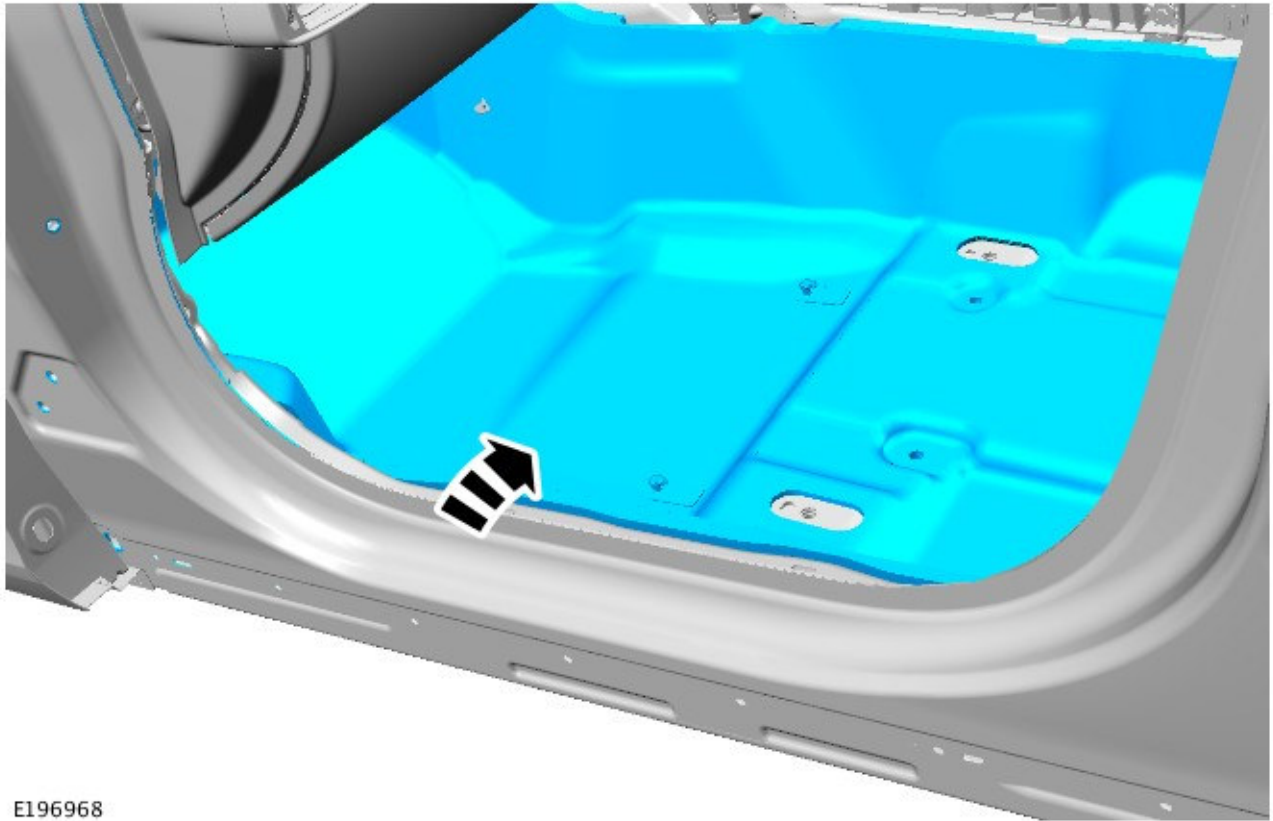
8. Install the rear seat cushion.



9. Install the front right seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).

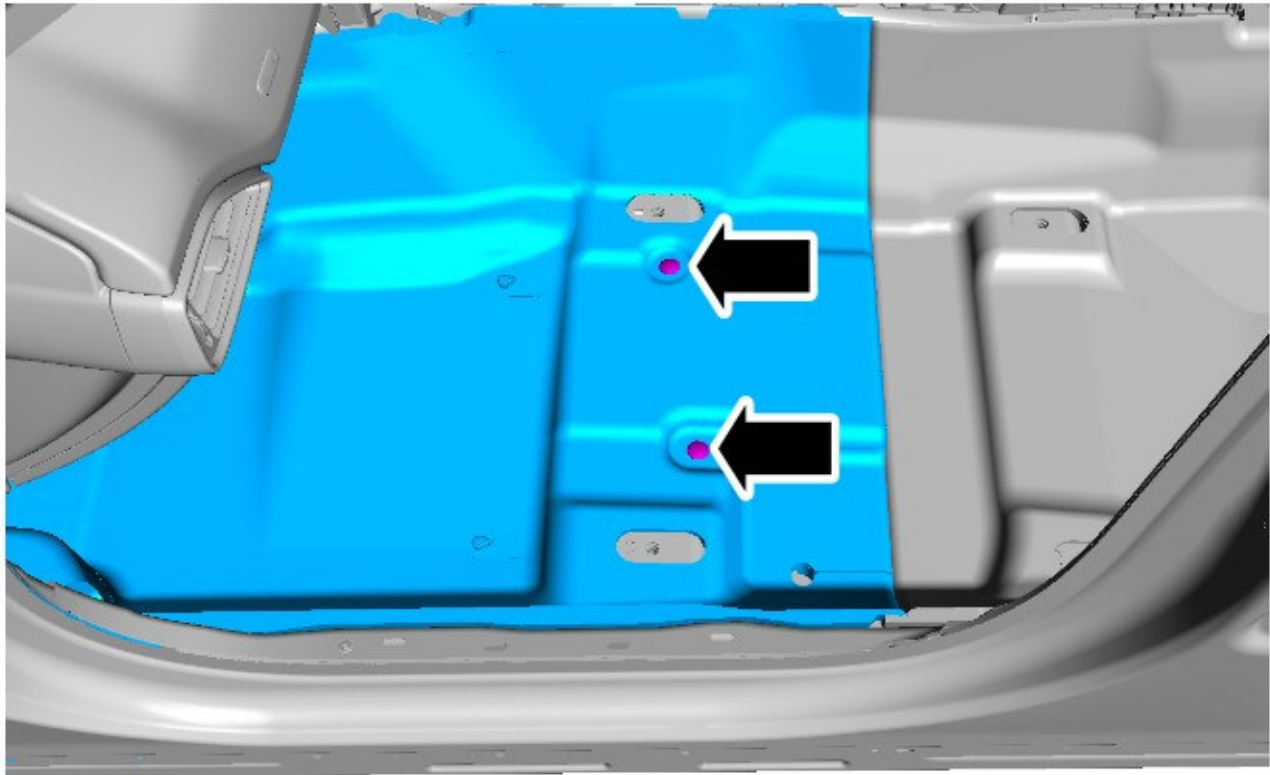
10.  **NOTE: Make sure parts are dry before installation.**

Install the new front carpet.



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11. Install the fasteners to the front left carpet.



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- 12.** Install the front left seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).
- 13.** Install the cowl side trim panel - left (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Cowl Side Trim Panel).
- 14.** Install the front left scuff plate trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Front Scuff Plate Trim Panel).