



SERVICE ACTION K417: CROSS BRACE CREAK

SERVICE BULLETIN

04-NOV-16

NO.: 6-331NAS

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 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.

AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: 2017

VIN: 045591-061340

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 03 November 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 K417NAS, *Service Action: Cross Brace Creak*, for detailed repair instructions.

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

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.

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 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.

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.

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)	PART NO. / SUNDRY CODE	QTY. / VALUE
K417	B	Install felt pad to each side	76.96.43	1.50	T4A14134	1
					T2H15258	3
K417	C	Install felt pad to each side	76.96.43	1.50	T4A14134	1
		Drive in/drive out	10.10.10	0.20	-	-
K417	D	Install felt pad to each side	76.96.43	1.50	T2H15258	3
K417	E	Install felt pad to each side	76.96.43	1.50	T2H15258	3
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.