



**SERVICE ACTION K415: WATER INGRESS -
LEFT HAND A POST**

SERVICE BULLETIN

17-NOV-16

NO.: 6-335NAS

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

THIS SERVICE ACTION SUPERSEDES UPDATE PRIOR TO SALE UPS5616 WITH IMMEDIATE EFFECT.

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles listed within the 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 can run through the left 'A' Pillar into the footwell area of the vehicle.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

AFFECTED VEHICLE RANGE

XE (X760)

Model Year: 2017

VIN: 951931-955728

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

Refer to Technical Bulletin K415NAS, *Service Action: Water Ingress - Left Hand A Post*, for detailed repair instructions.

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

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

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 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.

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.

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 Technical Bulletin Service Instruction.

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.