

TECHNICAL BULLETIN  
K391 UPS3316-2bNAS1  
21 JUN 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: 501-17**

Update Prior to Sale: Panoramic Roof Mechanical Arm Inserts Missing

**AFFECTED VEHICLE RANGE:**

**XJ Range (X351)**

**Model Year:** 2016  
**VIN:** V90867-V98950  
**Assembly Plant:** Castle Bromwich

MARKETS:

NAS

**CONDITION SUMMARY:**

**Situation:** An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where creaking noises from the panoramic roof, with the moving panel in the closed position, may be evident during torsional inputs to the vehicle.

**Action:** Retailers are required to **HOLD** only 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. This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

**PARTS:**



**NOTE: Order only the expected percentage demand of parts identified.**

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
Locators	C2D38990	2	82%
Grease	C2D40865 / ZZZ001*	\$1.55 per side	82%

\* - an allowance has been provided to cover the cost of the grease. One tube will cover approximately 10 arms.

**SPECIAL TOOLS:**

Refer to Workshop Manual/Service Instruction for any required 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 **K391** 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 **28 November 2016** 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
K391	B	Tilt the glass panel and check locators are fitted; no further action	05.10.10	0.10	-	-
K391	C	Tilt the glass panel and check locators are fitted; no further action Drive in/drive out	05.10.10 10.10.10	0.10 0.20	- -	- -
K391	F	Tilt the glass panel and check locators are fitted Remove and refit moving glass panel Replace one missing locator	05.10.10 76.82.25 10.10.99	0.10 0.50 0.10	- - C2D38990 ZZZ001	- - 1 \$1.55
K391	G	Tilt the glass panel and check locators are fitted Remove and refit moving glass panel Replace one missing locator Drive in/drive out	05.10.10 76.82.25 10.10.99 10.10.10	0.10 0.50 0.10 0.20	- - C2D38990 ZZZ001 -	- - 1 \$1.55 -
K391	K	Tilt the glass panel and check locators are fitted Remove and refit moving glass panel Replace both missing locators	05.10.10 76.82.25 10.10.99	0.10 0.50 0.10	- - C2D38990 ZZZ001	- - 2 \$3.10
K391	L	Tilt the glass panel and check locators are fitted Remove and refit moving glass panel Replace both missing locators Drive in/drive out	05.10.10 76.82.25 10.10.99 10.10.10	0.10 0.50 0.10 0.20	- - C2D38990 ZZZ001 -	- - 2 \$3.10 -

Normal Warranty policies and procedures apply.

\* - an allowance has been provided to cover the cost of the grease. One tube will cover approximately 10 arms.

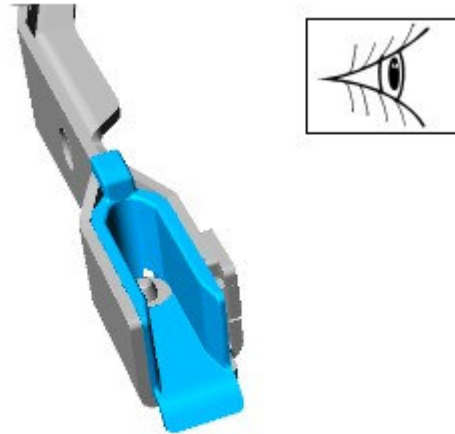
### **SERVICE INSTRUCTION:**



**NOTE: Parts shown removed for clarity.**

1. With the roof opening panel in the fully tilt position, check if the rear left-hand and right-hand mechanism inserts are installed.

- If both rear left-hand and right-hand mechanism inserts are installed, no further action is required.
- If one or both rear mechanism inserts are missing, continue to the next Step.

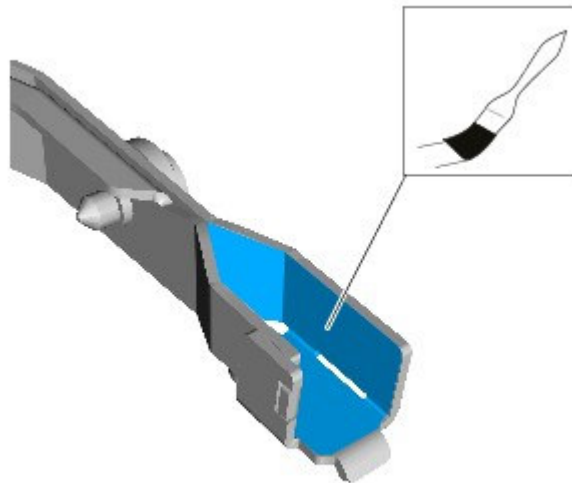


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2. Remove the roof opening panel glass (see TOPIx Workshop Manual section 501-17: Roof Opening Panel - Roof Opening Panel Glass).

3.  **NOTE: Repeat for both sides if necessary.**

Using a suitable small brush, lubricate the opening roof panel regulator arm with grease.



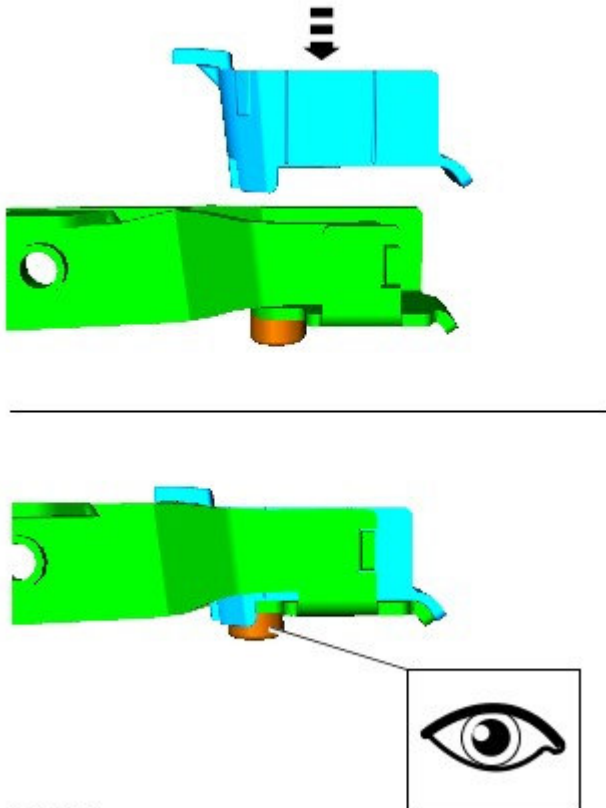
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4.  **CAUTION: When fitting the insert, make sure the rubber buffer is correctly located and not trapped between the insert and the roof opening panel regulator arm.**

 **NOTE: Make sure the sliding roof panel regulator arm is clean before installing the insert.**

 **NOTE: Repeat for both sides if necessary.**

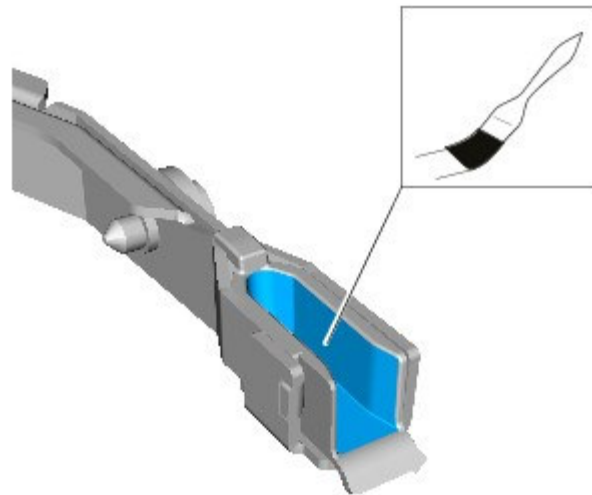
Install the insert into the roof opening panel regulator arm as shown.



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5.  **NOTE: Repeat for both sides if necessary.**

Using a suitable small brush, lubricate the insert with grease.



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- 6.** Install the roof opening panel glass (see TOPIx Workshop Manual section 501-17: Roof Opening Panel - Roof Opening Panel Glass).
  
- 7.** Carry out the roof opening panel alignment procedure (see TOPIx Workshop Manual, section 507-17: Roof Opening Panel).
  
- 8.** Carry out the motor synchronization procedure (see TOPIx Workshop Manual, section 507-17: Roof Opening Panel).