

TECHNICAL BULLETIN

K407NAS1

25 AUG 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: 100-00

Service Action: AWD V6 Petrol S/C Cross Brace Foul

AFFECTED VEHICLE RANGE:

XE (X760)

Model Year:	2017	V6 S/C 3.0L Petrol , Vehicles With: 8HP70 8-Speed Automatic Transmission AWD/8HP45 8-Speed Automatic Transmission AWD
VIN:	916794-952900	
Assembly Plant:	Solihull	

MARKETS:

NAS

CONDITION SUMMARY:

This Service Action supersedes Update Prior to Sale Notice UPS4816-6bNAS1 with immediate effect.

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where a support cross brace has been fitted to the All Wheel Drive variants when it was intended for rear wheel drive vehicles only. Under specific circumstances the driveshaft may foul the cross brace, causing an audible noise that may be heard by the driver.

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: When ordering parts, only order the expected percentage demand of parts identified.

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Propeller Shaft	T4N8156	1	0.30
Bolt	C2D2087	12	0.30
Rust-Oleum High Heat Black (248903)	ZZZ999	* \$2.70	18

* - an allowance has been provided to cover the cost of the paint.

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 **K407** 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 August 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.

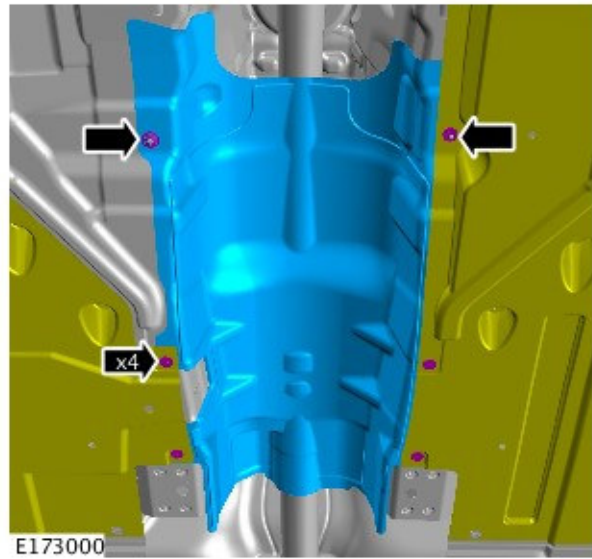
PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
K407	B	Remove the cross brace and Inspect the driveshaft for damage - no further action	76.96.42	0.60	-	-
K407	C	Remove the cross brace and Inspect the driveshaft for damage - no further action Drive in/drive out	76.96.42 10.10.10	0.60 0.20	- -	- -
K407	D	Remove the cross brace and inspect the driveshaft for damage - Paint driveshaft with Rust-Oleum High Heat Black (248903) and discard brace	76.96.42	0.60	ZZZ999	*\$2.70
K407	E	Remove the cross brace and inspect the driveshaft for damage - Paint driveshaft with Rust-Oleum High Heat Black (248903) and discard brace Drive in/drive out	76.96.42 10.10.10	0.60 0.20	ZZZ999	*\$2.70
K407	F	Remove the cross brace and inspect the driveshaft for damage - Replace driveshaft and discard brace	47.15.03.51	1.90	T4N8156 C2D2087	1 12
K407	G	Remove the cross brace and inspect the driveshaft for damage - Replace driveshaft and discard brace Drive in/drive out	47.15.03.51 10.10.10	1.90 0.20	T4N8156 C2D2087	1 12

* - an allowance has been provided to cover the cost of the paint.

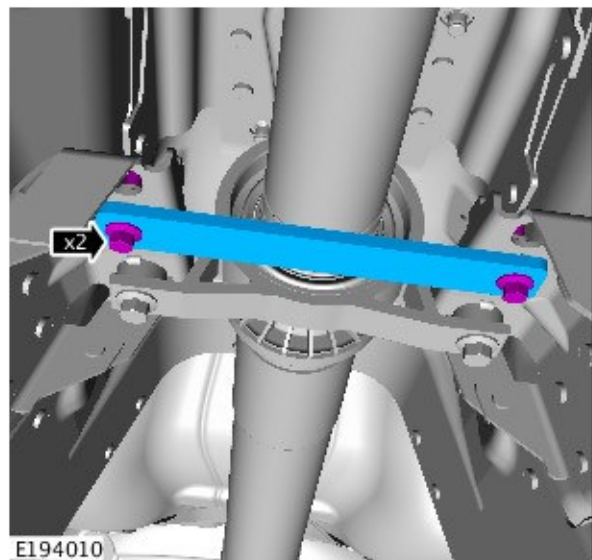
Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

1. Remove the exhaust system front silencer (see TOPIx Workshop Manual section 309-00C: Exhaust System).
2. Remove the heat shield.



3. Remove the cross brace and fixings.



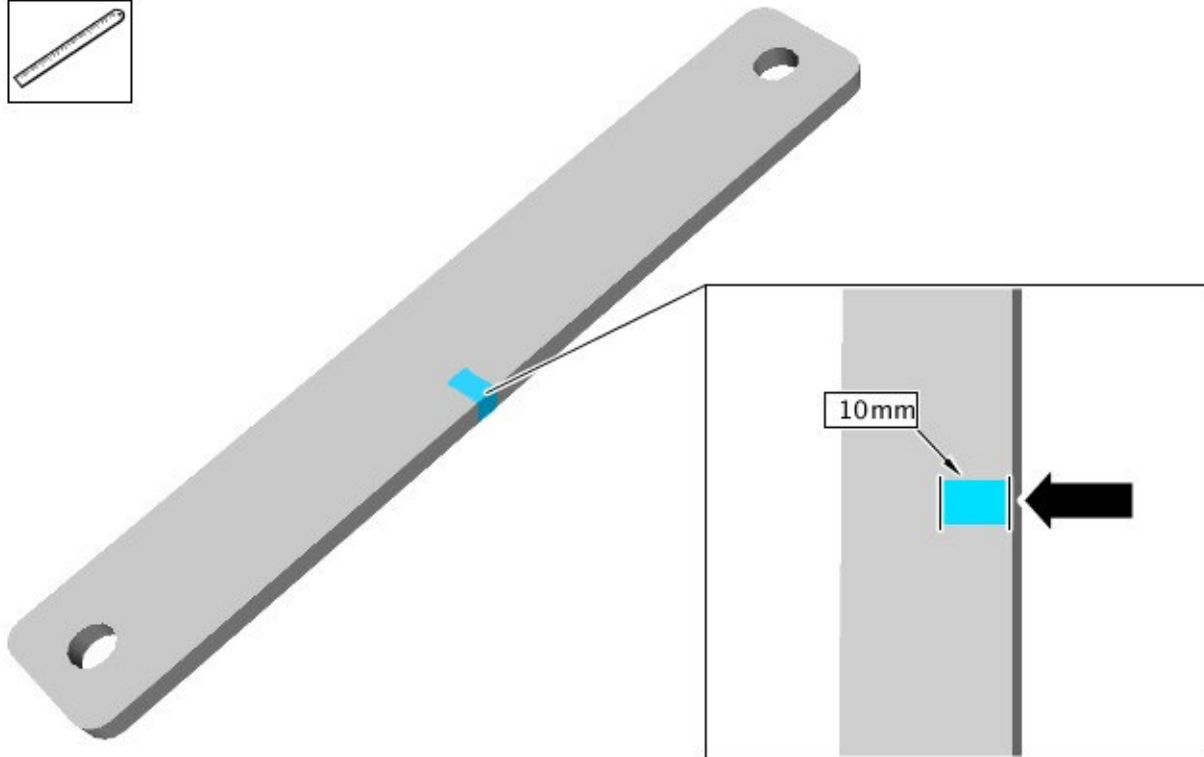
4. Inspect the driveshaft for signs of damage in the area the cross brace was installed.

- If the driveshaft has signs of damage, continue to Step 5.
- If the driveshaft has no signs of damage, discard the cross brace and fixings.
- Continue to Step 6.

5.  **NOTE: If the contact damaged length is more than 10mm, submit an Electronic Product Quality Report (EPQR), including a picture of the cross brace damage.**

Inspect the cross brace contact damaged length.

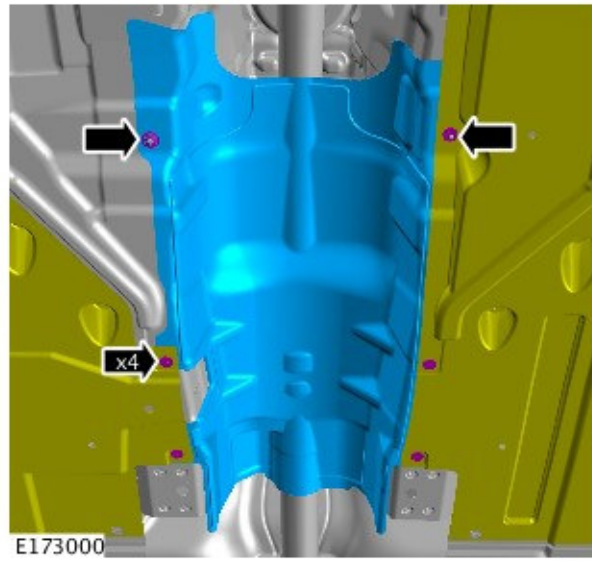
- If the contact damaged length is less than 10mm, discard the cross brace, clean the damaged area on the driveshaft, and paint with Rust-Oleum High Heat Black (248903).
 - Continue to Step 6.
- If the contact damaged length is more than 10mm, discard the cross brace, install a new driveshaft (see TOPIx Workshop Manual section 205-01: Driveshaft), and release the vehicle.
 - Submit an Electronic Product Quality Report (EPQR), including a picture of the cross brace damage.



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6. Install the heat shield.

- Torque: **9Nm**



7. Install the exhaust front silencer (see TOPIx Workshop Manual section 309-00C: Exhaust System).