

TECHNICAL BULLETIN
K409NAS1
15 SEP 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: 501-08

Service Action: Rocker Panel Moulding Paint Delamination

AFFECTED VEHICLE RANGE:

XE (X760)
Model Year: 2017
VIN: 947307-948054
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the Affected Vehicle Range where the paint has the potential to delaminate and expose primer layer on the rocker panel moulding if the paint surface is broken and the product is subject to high pressure hot water cleaning – i.e. jet wash.

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.

PARTS:



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

| DESCRIPTION | MODEL | PART No./SUNDRY CODE | QTY./VALUE* | EXPECTED % of VEHICLES REQUIRING PARTS |
|------------------------------------|----------|----------------------|----------------|--|
| Rocker panel moulding - right side | Standard | T4N13770LML | 1 | 100 |
| Rocker panel moulding - left side | Standard | T4N13771LML | 1 | 100 |
| Rocker panel moulding - right side | R-Sport | T4N16182LML | 1 | 100 |
| Rocker panel moulding - left side | R-Sport | T4N16184LML | 1 | 100 |
| Ultimate Black Paint - 1AG Black | All | ZZZ999 | *\$58.53 [USD] | 100 |
| Pre-painting materials | All | ZZZ999 | *\$75.00 [USD] | 100 |

* - an allowance has been provided to cover the cost of locally sourcing the paint and associated materials and must be claimed using Sundry Code 'ZZZ999'.

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 **K409** together with Option Code **X**. 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 **30 September 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.

| DESCRIPTION | SRO | TIME |
|---|----------|------|
| Replace rocker panel moulding - flat and paint - left side | 79.LL.A2 | 1.20 |
| Replace rocker panel moulding - flat and paint - right side | 79.LM.A2 | 1.20 |
| Drive in/drive out | 10.10.10 | 0.20 |

Normal Warranty policies and procedures apply.

An allowance has been provided to cover the cost (see Parts section for details) of locally sourcing the paint and associated materials and must be claimed using Sundry Code 'ZZZ999'.

SERVICE INSTRUCTION:



- NOTE: For Jaguar Paint Guidelines (see TOPIx Maintenance, Storage & PDI - Body & Paint).**

Flat and paint the new left and right rocker panel mouldings.

- Install the new left and right rocker panel moulding (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation).