

TECHNICAL BULLETIN

K421NAS1

25 OCT 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: 204-02

Service Action: Rear Spring Creak

AFFECTED VEHICLE RANGE:

F-PACE (X761)

Model Year: 2017
VIN: 045119-075852
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where a 'creak' and/or 'knock' noise, generated by contact between the rear suspension coil spring and the body, may be evident from the rear of the vehicle while driving.

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: Order only the expected percentage demand of parts identified.

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE*	EXPECTED % of VEHICLES REQUIRING PARTS
Rear Spring Creak Kit	T4A2013	1	100
Etch Primer	ZZZ001	\$10.15 (CAD); \$7.75 (USD)	100

* - an allowance has been provided to cover the cost of the locally sourced etch primer.

SPECIAL TOOLS:

Refer to Workshop Manual/Service Instruction 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 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 **K421** 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 October 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*
K421	B	Renew isolator set	64.20.02.99	0.70	T4A2013 ZZZ001	1 \$10.15 (CAD); \$7.75 (USD)
K421	C	Renew isolator set Drive in/drive out	64.20.02.99 10.10.10	0.70 0.20	T4A2013 ZZZ001 -	1 \$10.15 (CAD); \$7.75 (USD) -

* - an allowance has been provided to cover the cost of the locally sourced etch primer.

Workshop Procedure

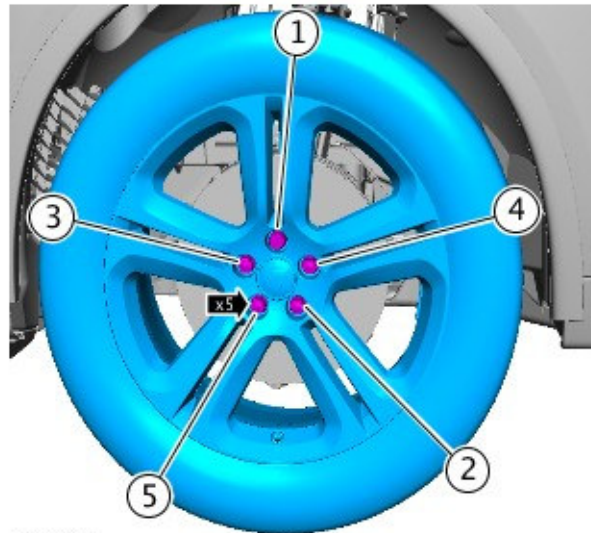


CAUTION: Nuts and bolts must be tightened with vehicle at normal ride height.



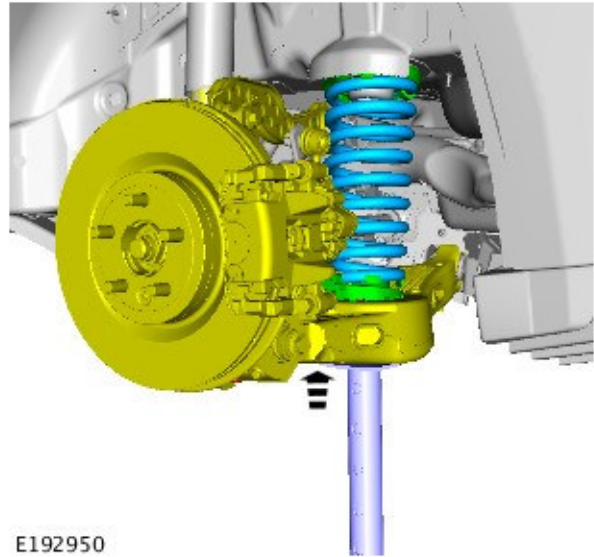
- CAUTION: Make sure to support the vehicle with axle stands.**

Remove the rear left wheel (see TOPIx Workshop Manual section 204-04: Wheels and Tires).

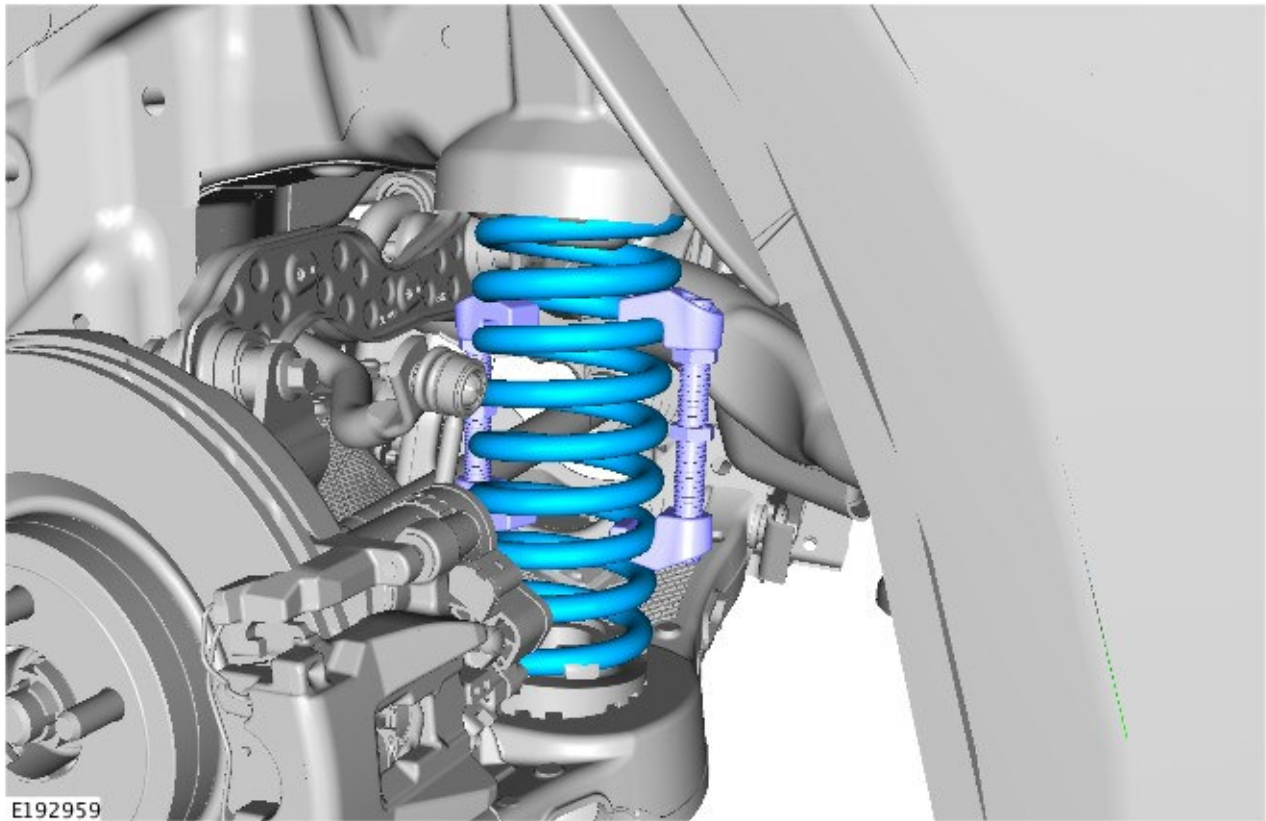


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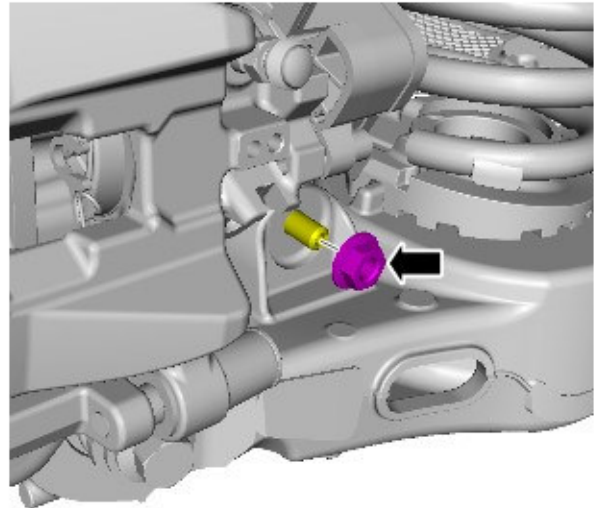
- Using a suitable transmission jack, support the rear suspension.



3. Using a suitable tool, compress the spring.

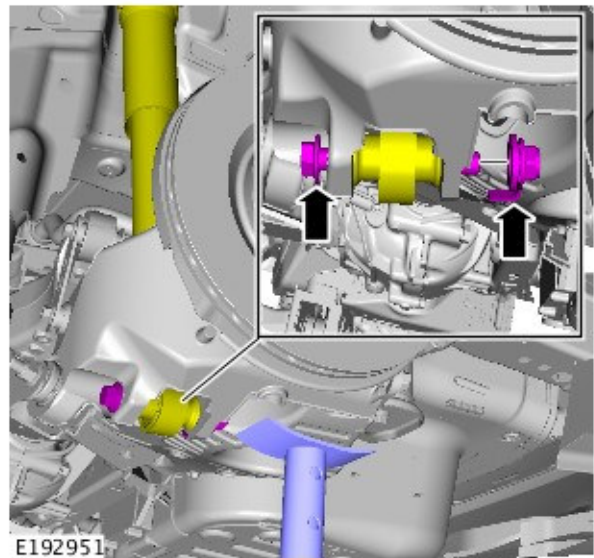


4. Remove and discard the stabilizer bar link nut.



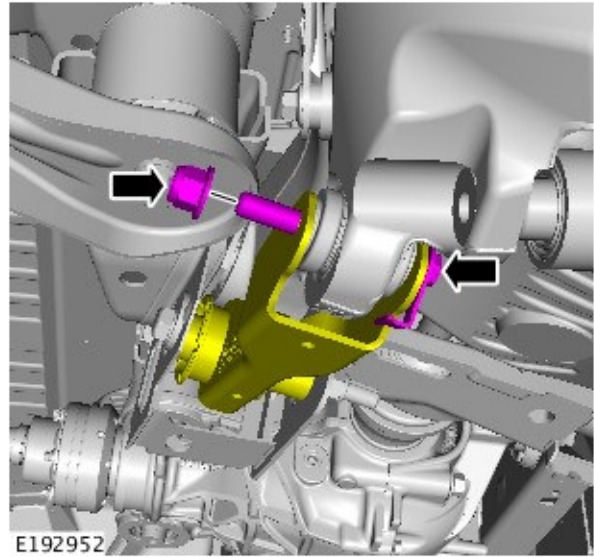
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- 5. Remove and discard the rear shock absorber nut and bolt.

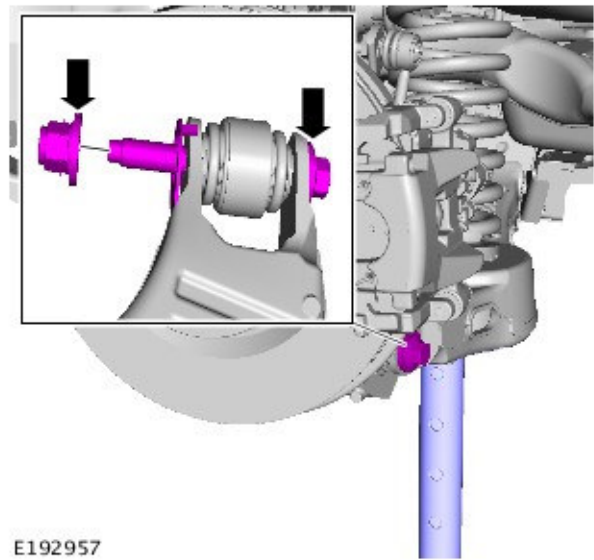


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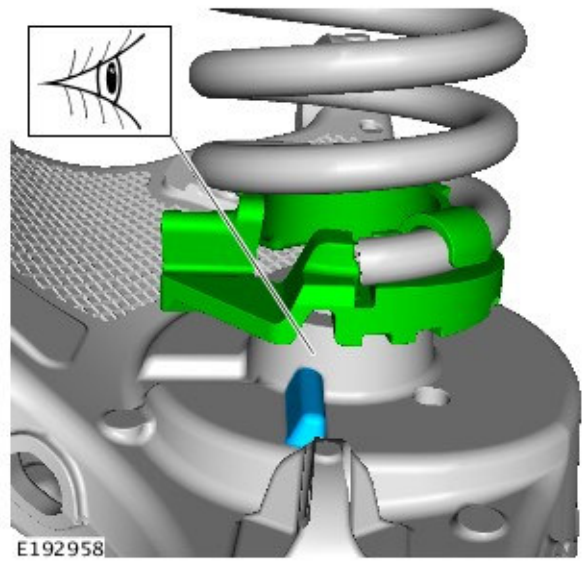
- 6. Remove and discard the rear tie-rod outer nut and bolt.



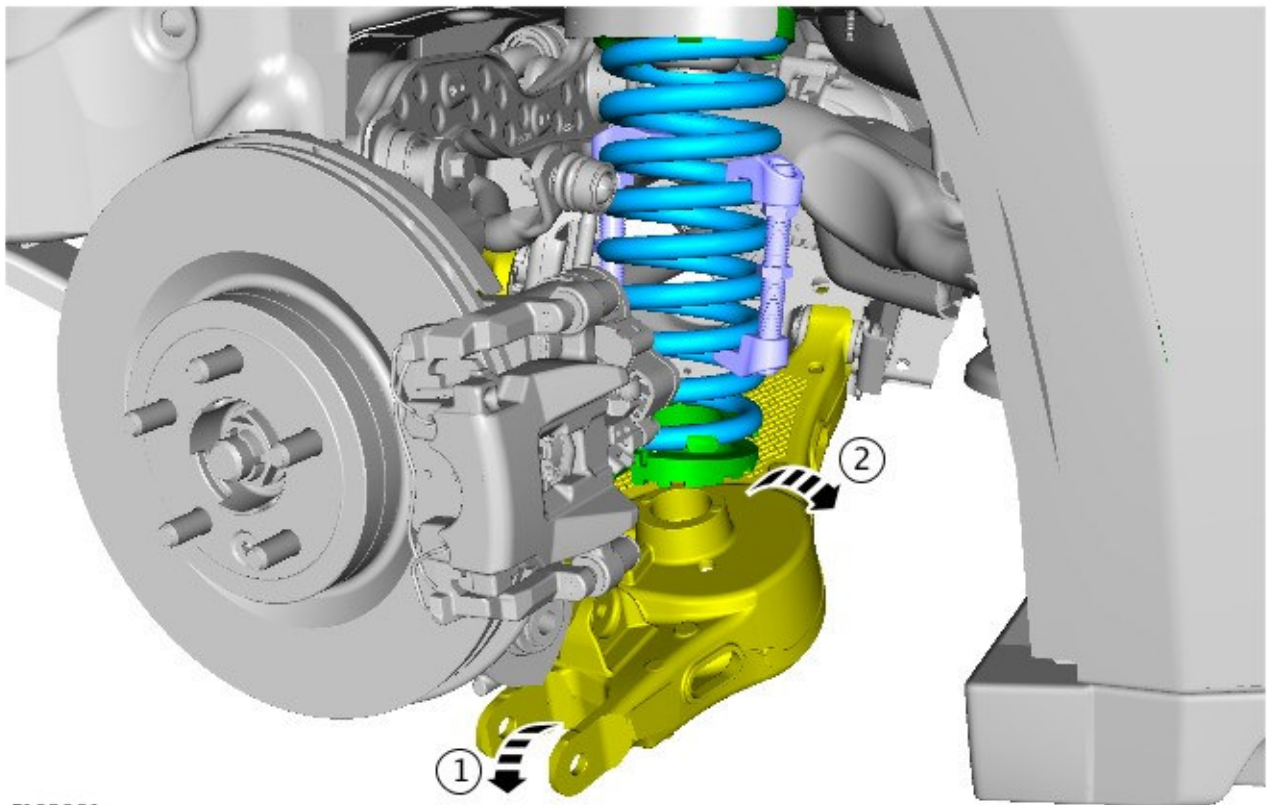
7. Remove and discard the rear lower arm nut and bolt.



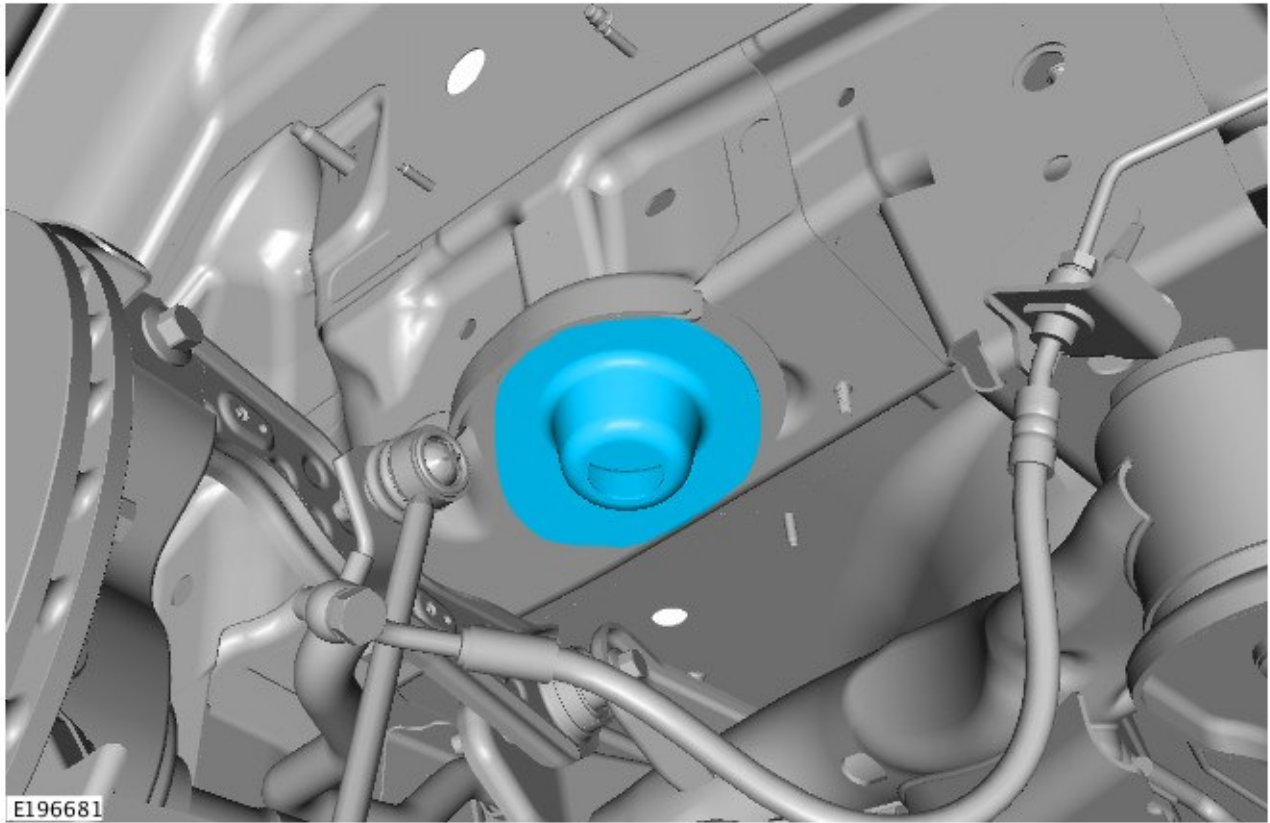
8. Note the orientation of the coil spring isolator on the rear lower arm.



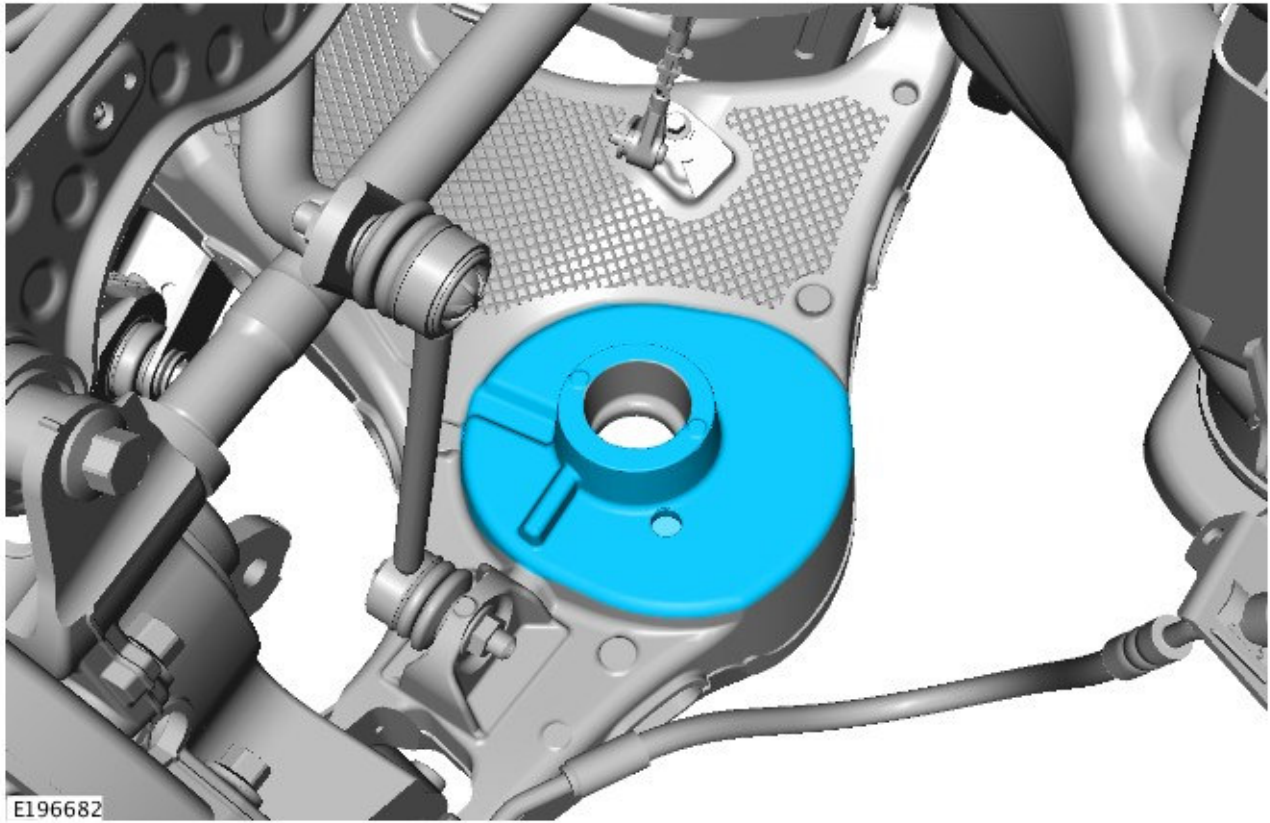
9. Lower the transmission jack to allow the rear lower arm to articulate (1) and remove (2) the rear coil spring.



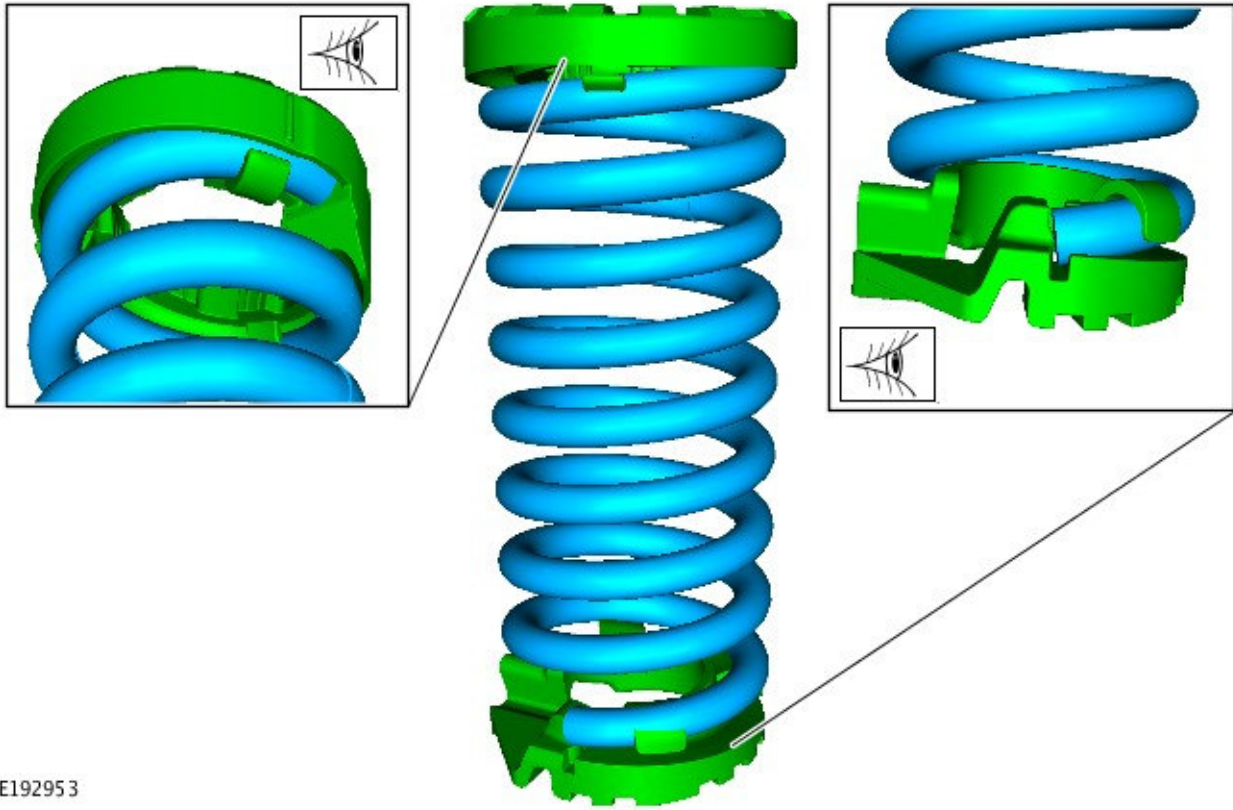
10. Apply etch primer to the upper mount in the area shown.



11. Apply etch primer to the lower mount in the area shown.



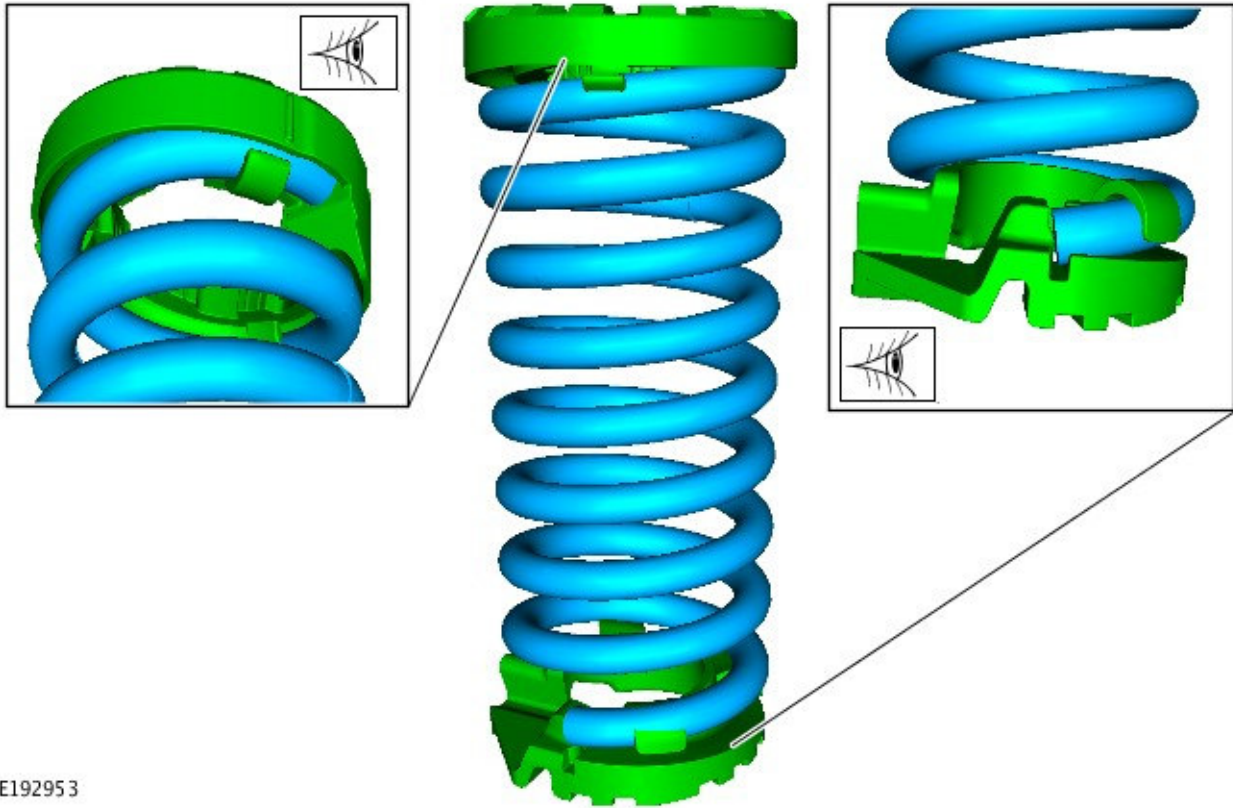
12. Remove and discard the upper and lower coil spring isolators.



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13.  **CAUTION: Make sure the upper and lower coil spring isolators are fitted in the correct orientation.**

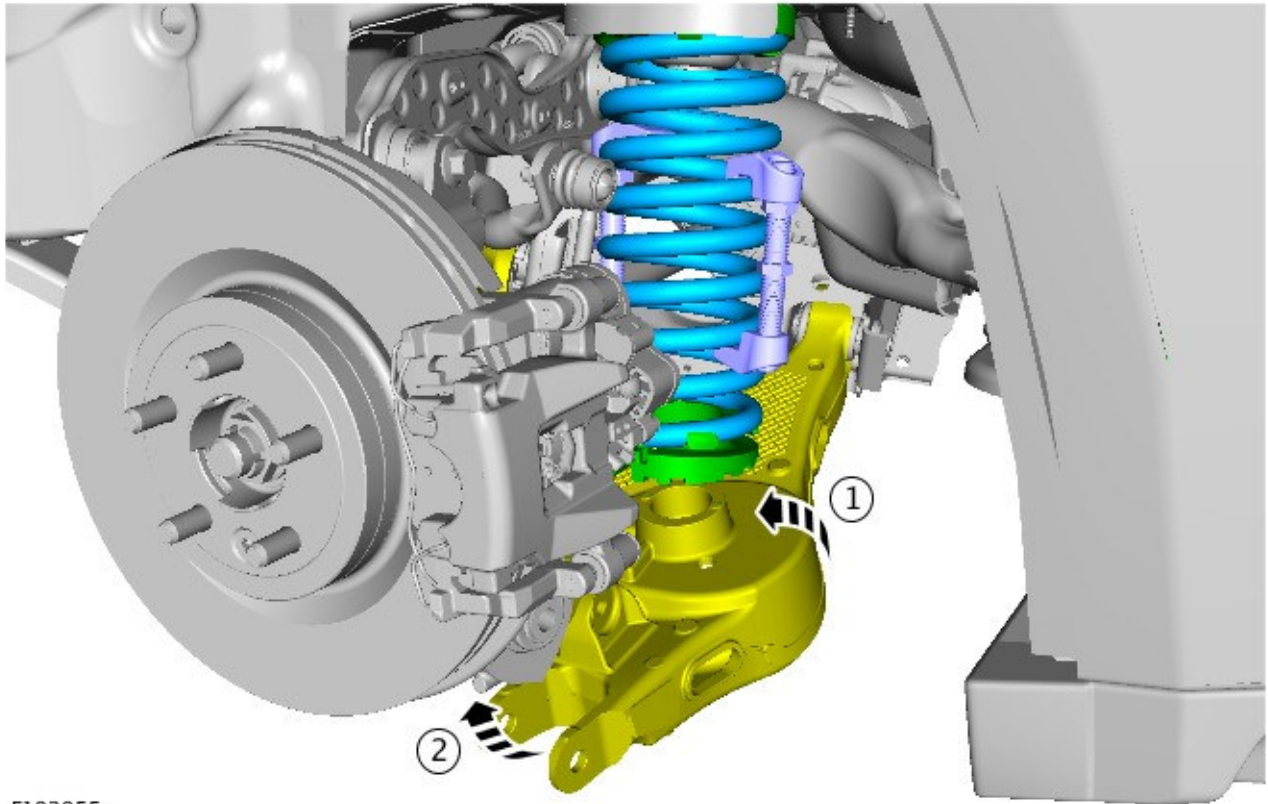
Install the new upper and lower coil spring isolators.



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14.  WARNING: Make sure the rear coil spring is correctly located.

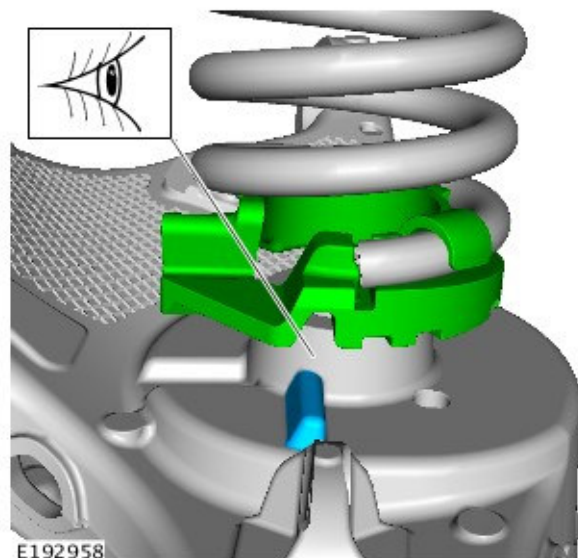
Install the rear coil spring **(1)** and use the transmission jack to support and raise **(2)** the rear lower arm.



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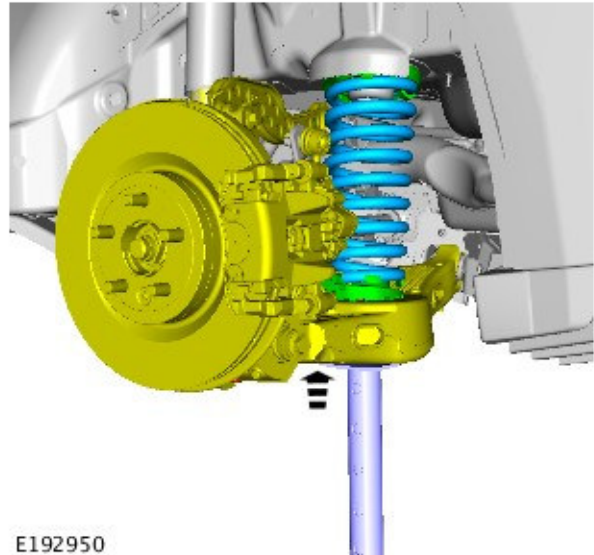
15.  WARNING: Make sure the rear coil spring is correctly located.

Make sure the lower rear coil spring isolator is engaged correctly on the rear lower arm.



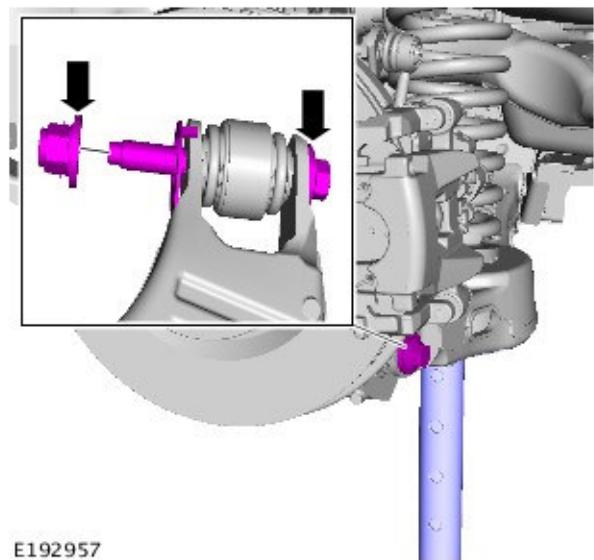
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16. Using the transmission jack, raise the rear suspension.



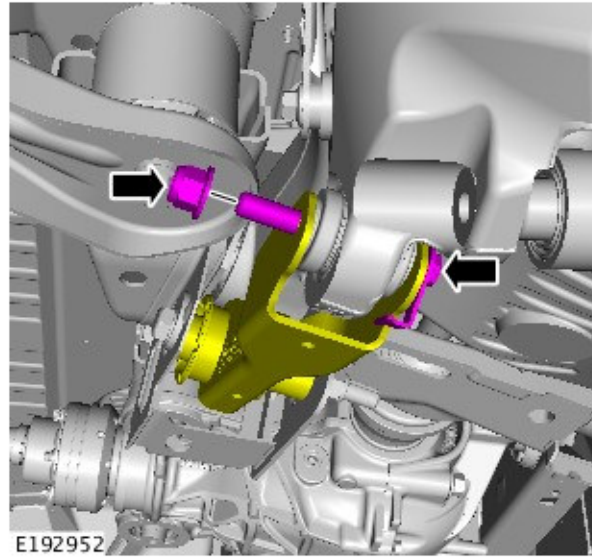
17. Install the new rear lower arm nut and bolt.

- Stage one - Torque: **110 Nm**
- Stage two - Turn: **60°**



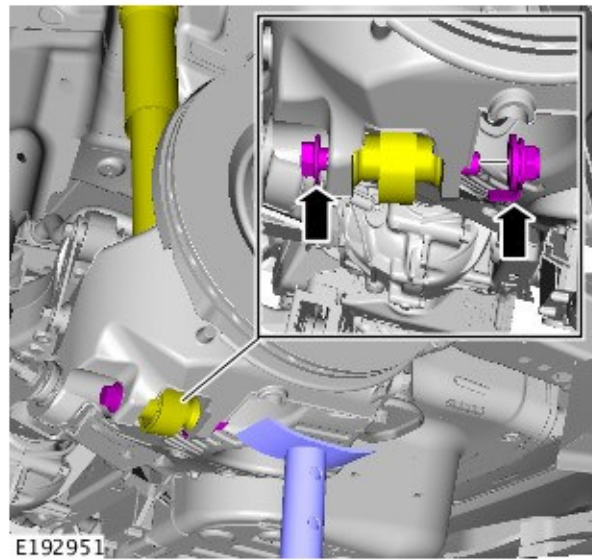
18. Install a new tie-rod nut and bolt.

- Stage one - Torque: **60 Nm**
- Stage two - Turn: **60°**



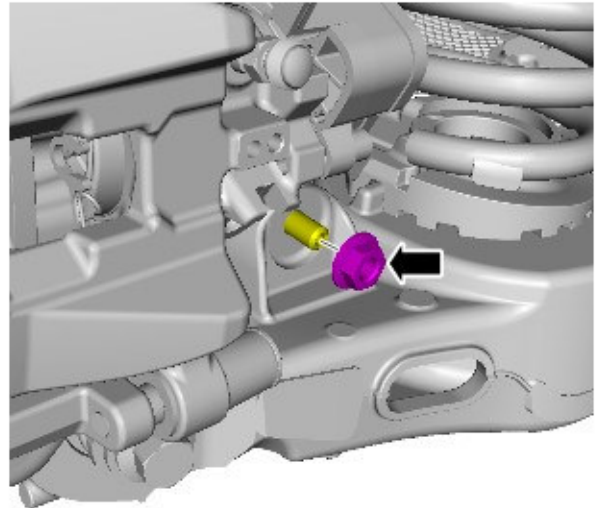
19. Install a new rear shock absorber nut and bolt.

- Torque: **170 Nm**



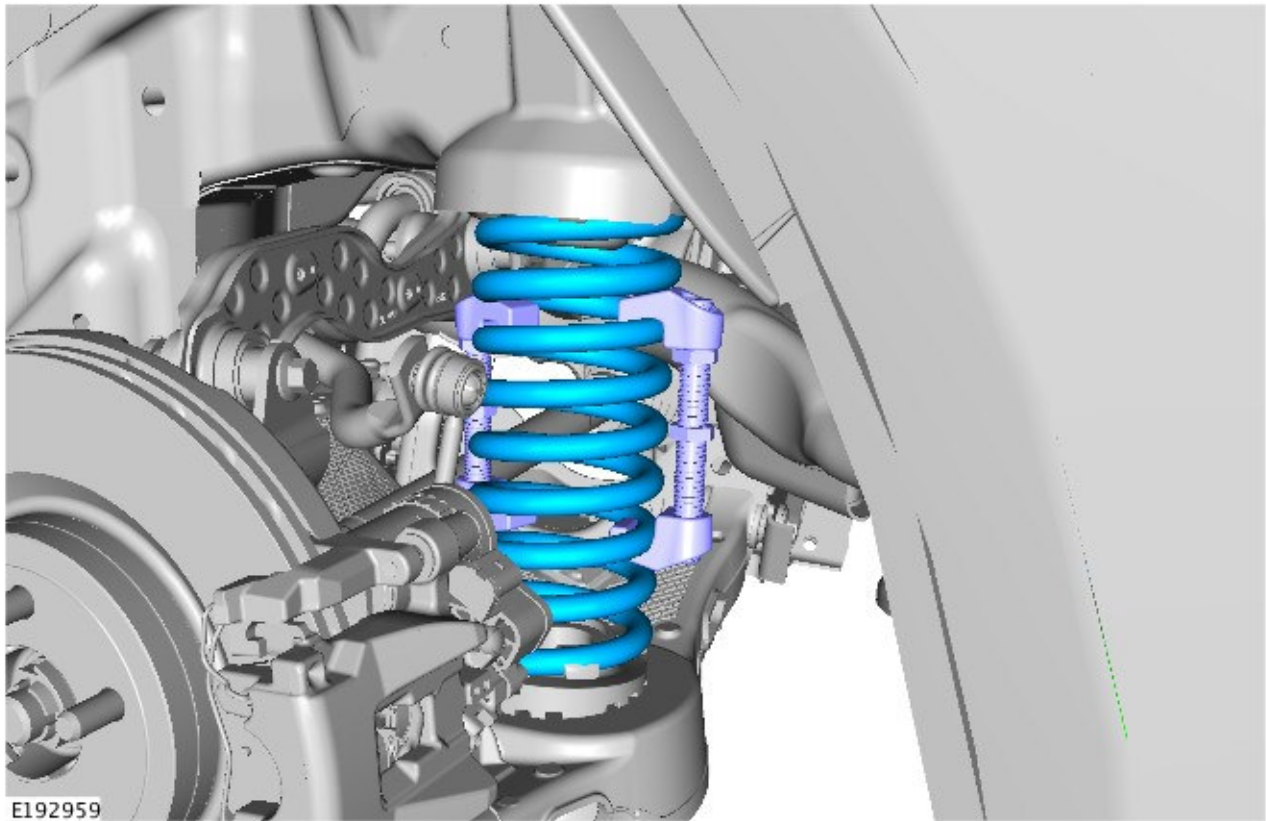
20. Install the new stabilizer bar link nut.

- Stage one - Torque: **40 Nm**
- Stage two - Turn: **45°**



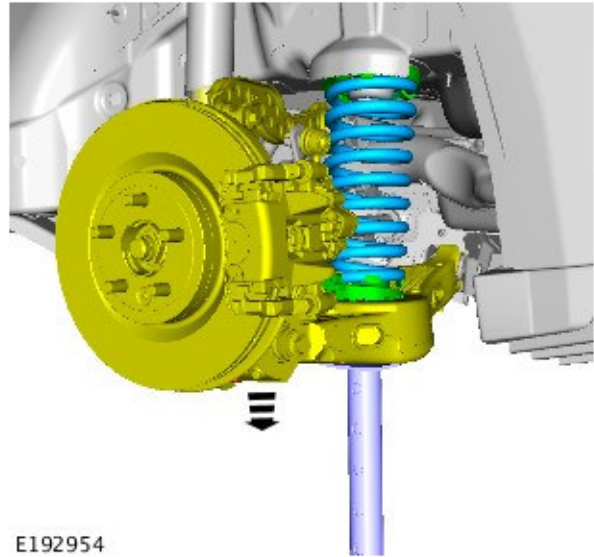
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21. Remove the tool used to compress the spring.



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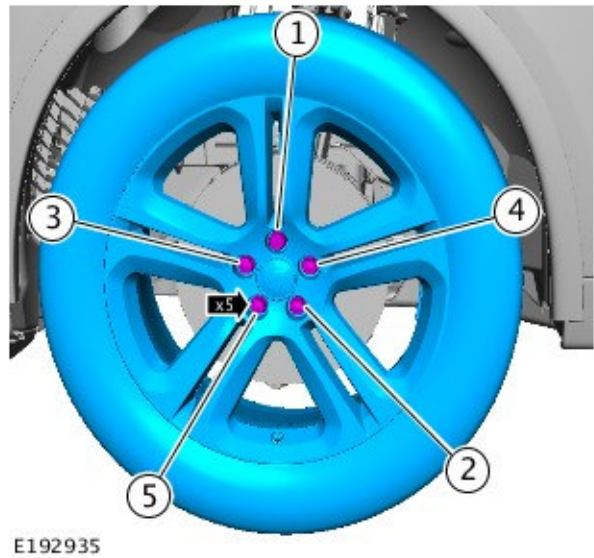
22. Lower and remove the transmission jack.



23. **⚠ WARNING:** Apply a small amount of grease to the bore and spigot areas of the wheel before installation. Make sure the grease does not come into contact with the braking components and the wheel stud threads. Failure to follow these instructions may result in personal injury.

Install the left rear wheel.

- Stage one - Torque: **4 Nm**
- Stage two - Torque: **70 Nm**
- Stage three - Torque: **133 Nm**



24. Repeat the procedure for the rear right suspension.