

TECHNICAL BULLETIN
K427NAS1
26 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: 100-00

Service Action: Satellite Digital Audio Radio Service Registration

AFFECTED VEHICLE RANGE:

F-PACE (X761)

Model Year: 2017
VIN: 046942-065686
Assembly Plant: Solihull

XE (X760)

Model Year: 2017
VIN: 943723-955887
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 which may have been manufactured away from process and, in some cases, the Satellite Digital Audio Radio Service three-month trial has not been activated.

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:

No parts required.

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 **K427** 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
K427	B	Obtain SDARS SiriusXM electronic serial number 8 Digit Character - Activate free trial period	86.99.99	0.20	-	-
K427	C	Obtain SDARS SiriusXM electronic serial number 8 Digit Character - Activate free trial period Drive in/drive out	86.99.99 10.10.10	0.20 0.20	- -	- -

Normal Warranty policies and procedures apply.


SERVICE INSTRUCTION - UNSOLD VEHICLES:



NOTE: For all affected unsold vehicles within the VIN ranges, use the Google form (URL below) to capture the vehicle details prior to vehicle sale.

Read the SiriusXM ID / electronic serial number (ESN):

1. Turn the ignition ON.
2. Select **InControl Touch audio** on the touch screen.
3. Select **satellite radio** audio source.
4. Select channel '**0**'.
5. Record the eight-character SiriusXM ID / electronic serial number (ESN) displayed.
 - If indoors and not receiving a satellite radio signal, press the 'i' information icon (letter 'i' in a circle) to bring up a pop-up to display the eight-character SiriusXM ID / ESN.


6.  **NOTE: Once the SiriusXM ID / electronic serial numbers (ESN) are gathered by Jaguar Land Rover, this information will be forwarded to SiriusXM to make sure the customer does not face any difficulties when subscribing to the service.**

Copy and paste the 'Google' link below, fill out the vehicle and SiriusXM ID / ESN information, and press '**SUBMIT**' at the bottom of the page.

https://docs.google.com/a/jaguarlandrover.com/forms/d/e/1FAIpQLSc7WrI_xnNW2IUys4UVN5Dt2l6j2ADxIxSMlrXoSFMrHvE5_g/viewform

SERVICE INSTRUCTION - SOLD VEHICLES:**Read the SiriusXM ID / electronic serial number (ESN):**

1. Turn the ignition ON.
2. Select **InControl Touch audio** on the touch screen.
3. Select **satellite radio** audio source.
4. Select channel '**0**'.
5. Record the eight-character SiriusXM ID / electronic serial number (ESN) displayed.
 - If indoors and not receiving a satellite radio signal, press the 'i' information icon (letter 'i' in a circle) to bring up a pop-up to display the eight-character SiriusXM ID / ESN.

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https://docs.google.com/a/jaguarlandrover.com/forms/d/e/1FAIpQLSc7WrI_xnNW2IUys4UVN5Dt2l6j2ADxIxSMlrXoSFMrHvE5_g/viewform

7. Call the SiriusXM dealer support number (866-635-0578 [CAN]; 800-852-9696 [USA]) and provide the following:

1. Retailer code;
2. Full 17-digit VIN;
3. SiriusXM ID / ESN; and
4. Customer details:
 - Full name, address, phone number.

8. Request SiriusXM activate the three-month free trial for the vehicle.