



**UPDATE PRIOR TO SALE 4816: AWD V6
PETROL S/C CROSS BRACE FOUL**

SERVICE BULLETIN

14-JUL-16

NO.: 6-306NAS
(ISSUE 2)

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

CHANGES ARE EXTENSIVE AND THEREFORE NOT HIGHLIGHTED

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles listed within the 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 only. Under specific circumstances the driveshaft may foul the cross brace, causing an audible noise that may be heard by the driver.

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.

AFFECTED VEHICLE RANGE

XE (X760)

Model Year: 2017

VIN: 916794-952900

Visit the Jaguar Business Network (JBN) website for a [list of affected unsold vehicles](#) (as of 13 July 2016).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**K407**) prior to undertaking any rework 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 rework action.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

Refer to Technical Bulletin UPS4816-6bNAS, *Update Prior to Sale: AWD V6 Petrol S/C Cross Brace Foul*, for detailed instructions.

PARTS

NOTE: Retailers must submit an Electronic Product Quality Report (EPQR), including a picture of the cross brace damage (as per Step 5 of the Service Instruction), prior to placing a parts order.

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE*
Driveshaft	T4N8156	1
Bolt	C2D2087	12
Rust-Oleum High Heat Black (248903)	ZZZ999	*\$2.70

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

TOOLS

Refer to the Technical Bulletin referenced above 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 Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting Program Code '**K407**' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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 **08 January 2017** expiry date must be submitted for 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)	PART No. / SUNDRY CODE	QTY. / VALUE
K407	B	Remove the cross brace and Inspect the propeller shaft for damage - no further action	76.96.42	0.60	-	-
K407	C	Remove the cross brace and Inspect the propeller shaft 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.

CUSTOMER COMMUNICATION

Should this UPS mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.