

TECHNICAL BULLETIN

K415 UPS5616-5bNAS1

12 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: 501-25C

Update Prior to Sale: Water Ingress - Left Hand A Post

AFFECTED VEHICLE RANGE:

XE (X760)

Model Year: 2017
VIN: 951931-955728
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 change to the robotic sealing process occurred which led to a small area of sealant in the vicinity of the cowl panel being omitted only on the left-hand side of the vehicle. Consequently, water may run through the 'A' Pillar into the footwell area of the vehicle.

Where possible, affected vehicles must be stored in a covered area to prevent any water ingress until such time as a repair is conducted.

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.

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.

PARTS:

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE
Clear Silicone Sealant (Ex.: Loctite 595)	ZZZ001	\$6.30
Etch Primer (Ex.: Rust-Oleum 597179) Top Coat (Ex.: Rust-Oleum 771683)	ZZZ001	\$10.85

* - an allowance has been provided to cover the cost of the sealant, primer, and top coat.

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 '**K415**' under Option Code '**X**' using only the relevant parts and labor operations performed on the vehicle. 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 **06 January 2017** 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.



NOTE: The work detailed below is dependent on the condition of the carpet and the amount of water identified within the vehicle. Further details are provided within the Service Instruction.



NOTE: In certain cases, it may be necessary to hold the vehicle while the necessary parts and updated ordering, repair, and claim details become available. For those vehicles requiring carpet replacement, do not submit claims until such time as the repair is completed.

DESCRIPTION	SRO	TIME (HOURS)	PART No./SUNDRY CODE	*QTY./VALUE
Check sealant has been applied - no further action	76.96.44	0.30	-	-
Check sealant - Apply sealant - Dry vehicle/electronics	76.96.45	0.90	ZZZ001	\$6.30
Check sealant - Apply sealant - Dry vehicle/electronics - Discard carpet	-	-	-	-
Remove/Refit Brace - Clean & Paint	05.10.40	0.40	ZZZ001	\$10.85
Remove body protection	10.42.03	0.10	-	-
Drive in/drive out	10.10.10	0.20	-	-

* - an allowance has been provided to cover the cost of the sealant, primer, and top coat.

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

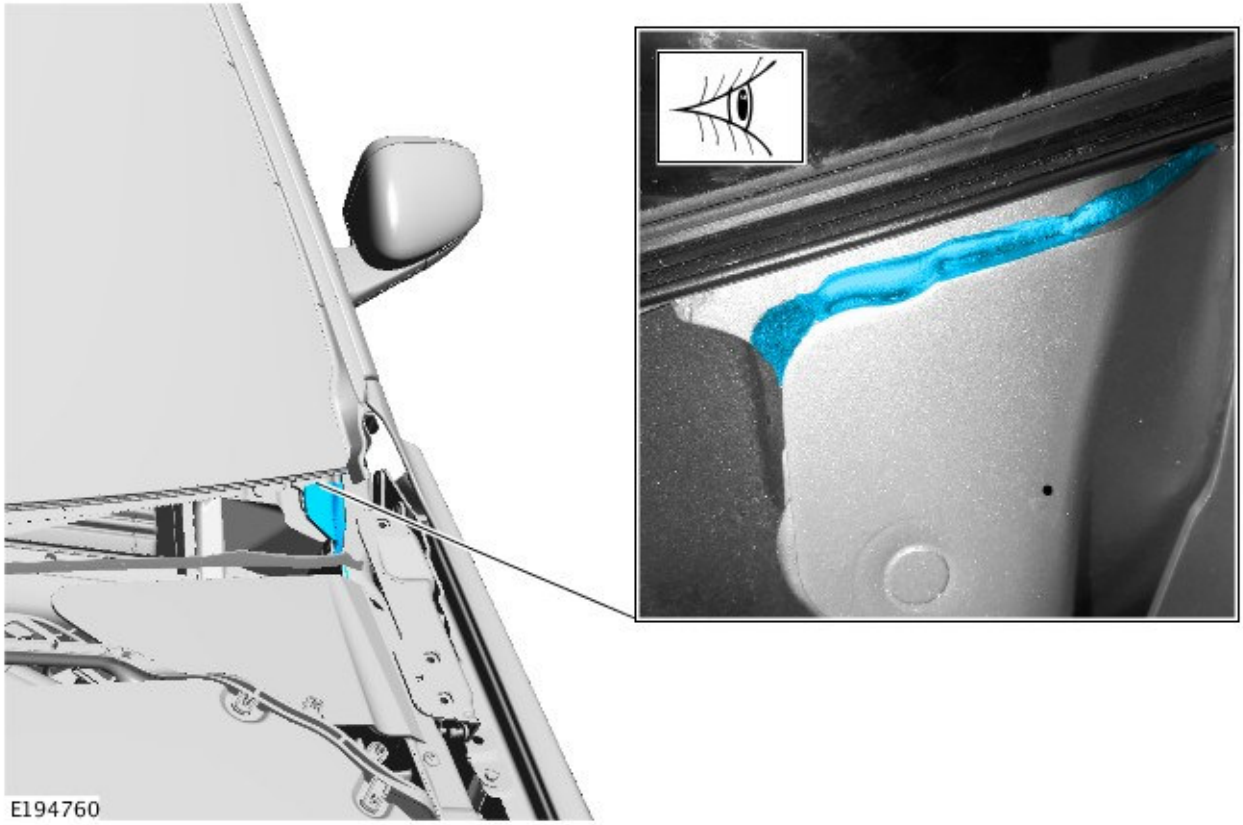
1. Remove the cowl panel vent screen (see TOPIX Workshop Manual section 501-02: Front End Body Panels).



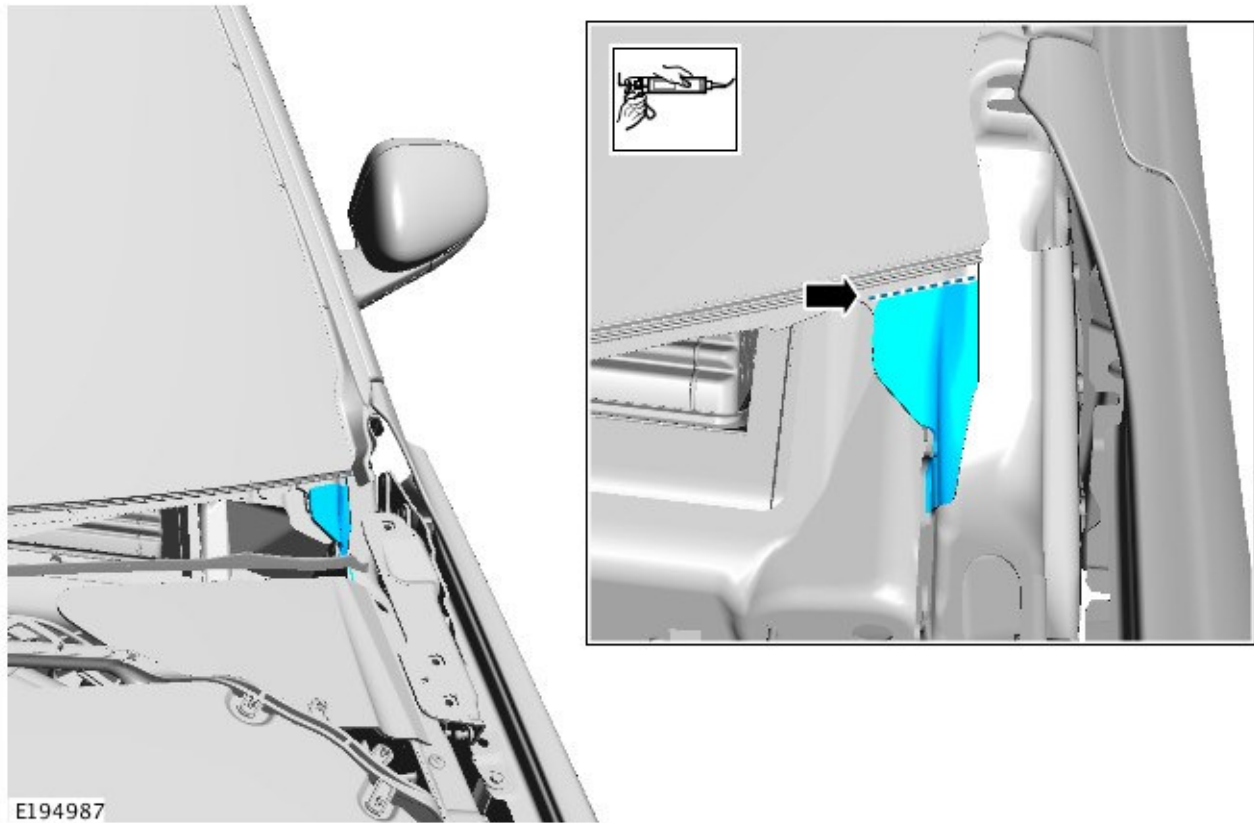
2. **NOTE: The repair process is for the left-hand A pillar only.**


Visually check to see if the sealant is applied in the area shown.

- If the sealant is applied, no corrective action is required.
 - Install the cowl panel vent screen (see TOPIX Workshop Manual section 501-02: Front End Body Panels).
 - Release the vehicle for onward distribution or sale.
- If the sealant is not applied, continue to Step 3.

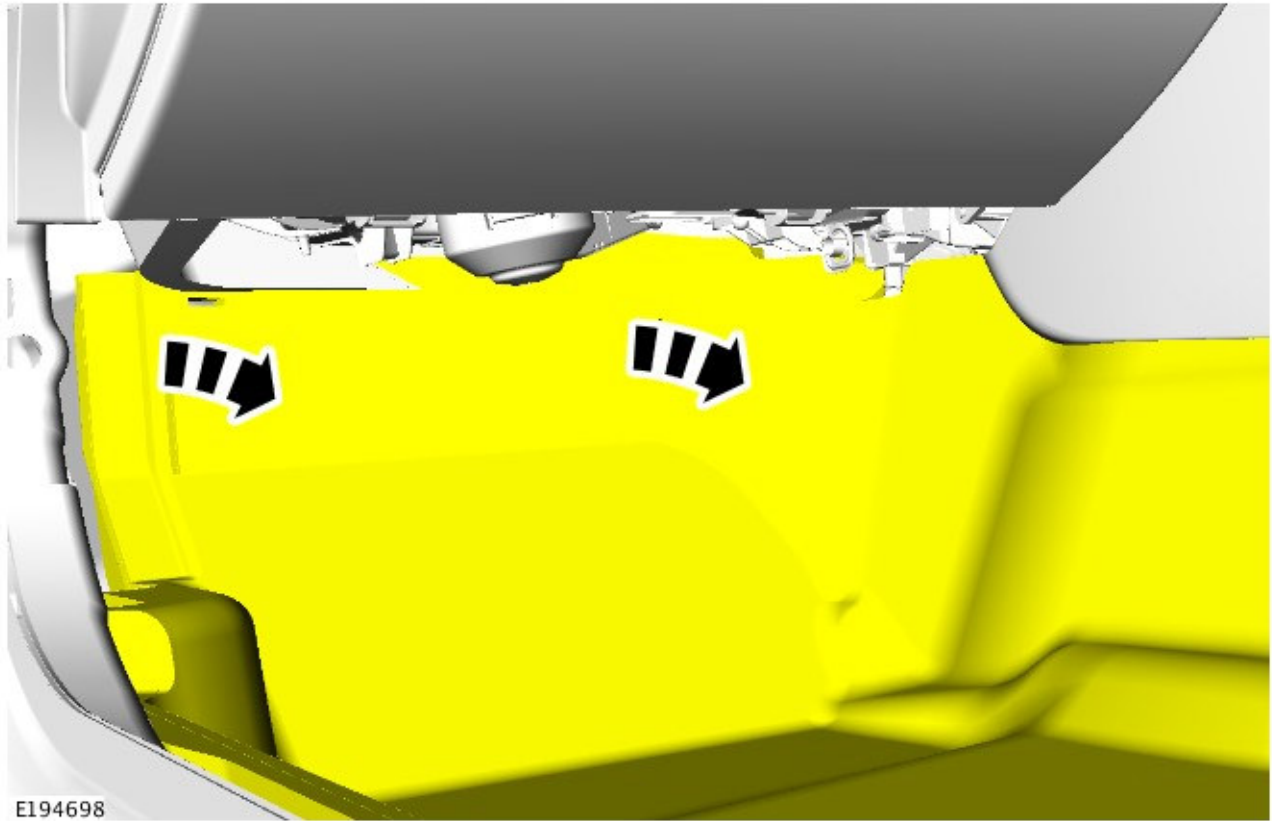


3. Apply sealant to the area shown.

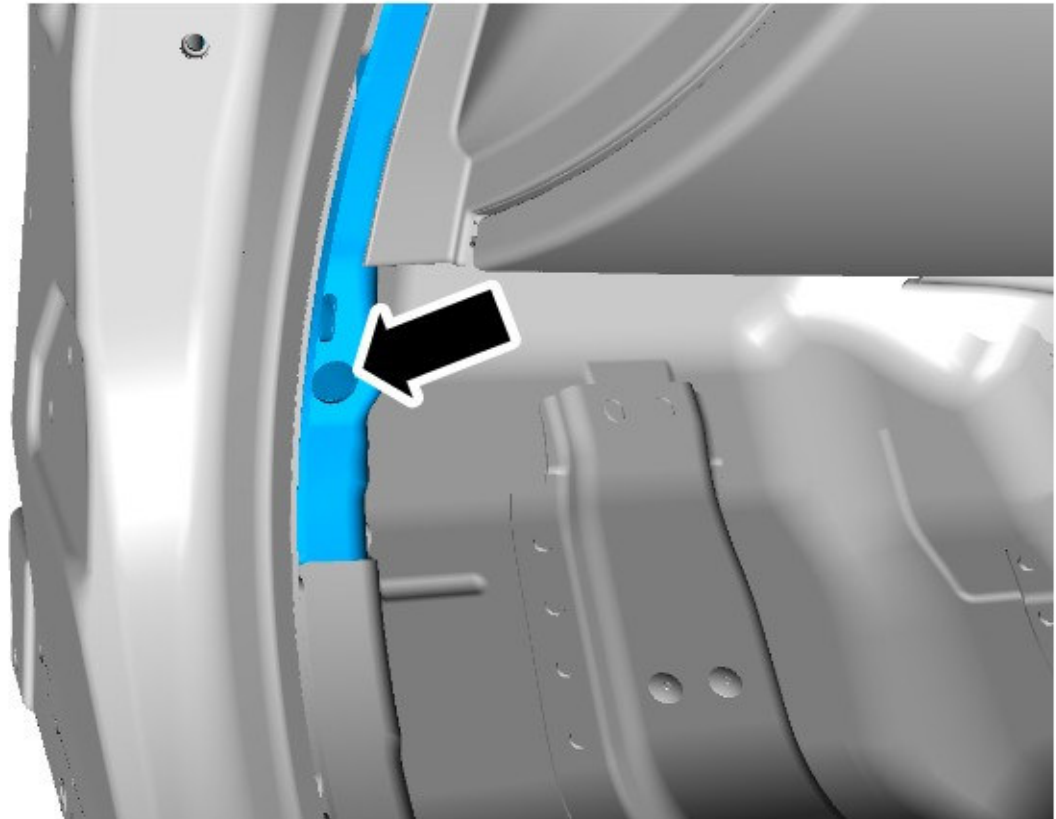


4. Install the cowl panel vent screen (see TOPIx Workshop Manual section 501-02: Front End Body Panels).
5. Open the front left door.
6. Remove the front left-hand scuff plate trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).
7. Remove the cowl panel left-hand side trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).
8.  **NOTE: Remove any standing water before repositioning the carpet.**

Position the front left-hand carpet to one side.



9. Using a syringe or similar tool, remove any standing water located in the lower A pillar using the access hole shown.



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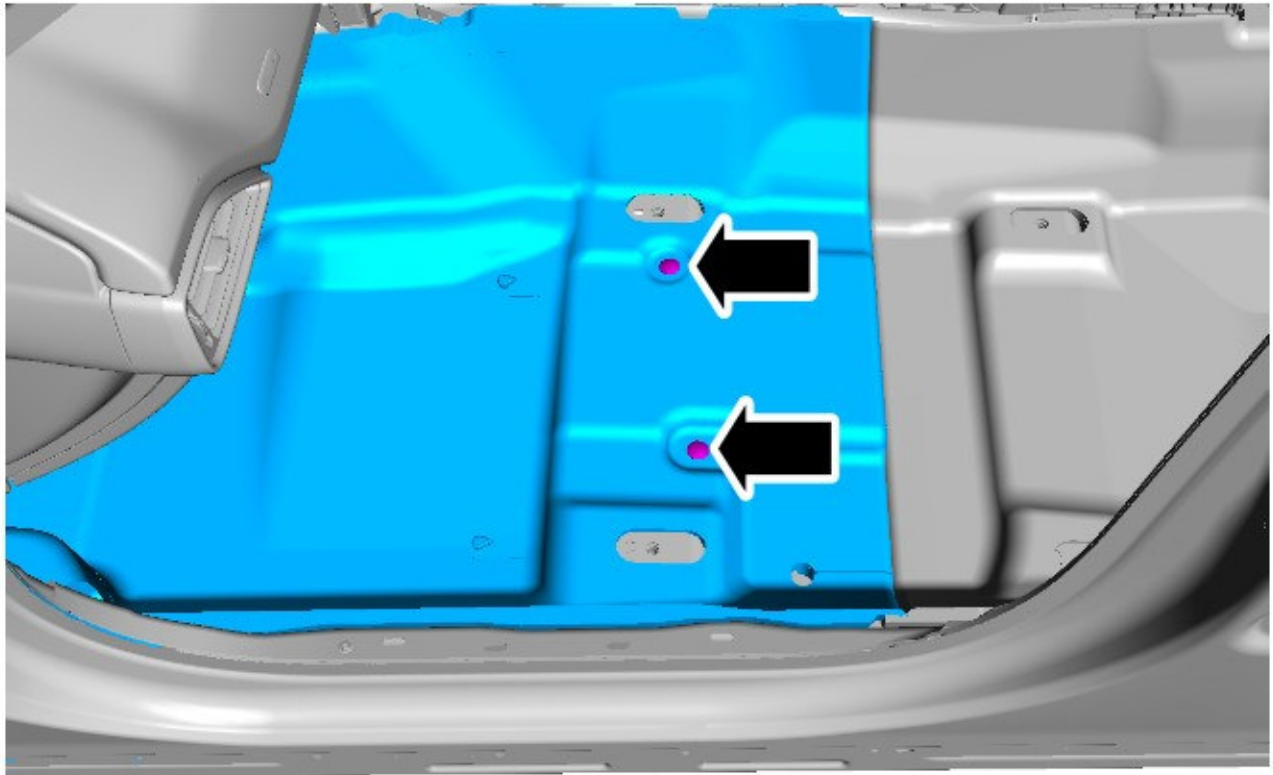
10. Visually check the floor pan for signs of water.

- If no water is found, continue to Step 24.
- If water is found, remove the water using a suitable absorbent cloth.
- Continue to Step 11.

11. Remove the left-hand B pillar lower trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).

12. Remove the front left-hand seat (see TOPIx Workshop Manual section 501-10: Seating).

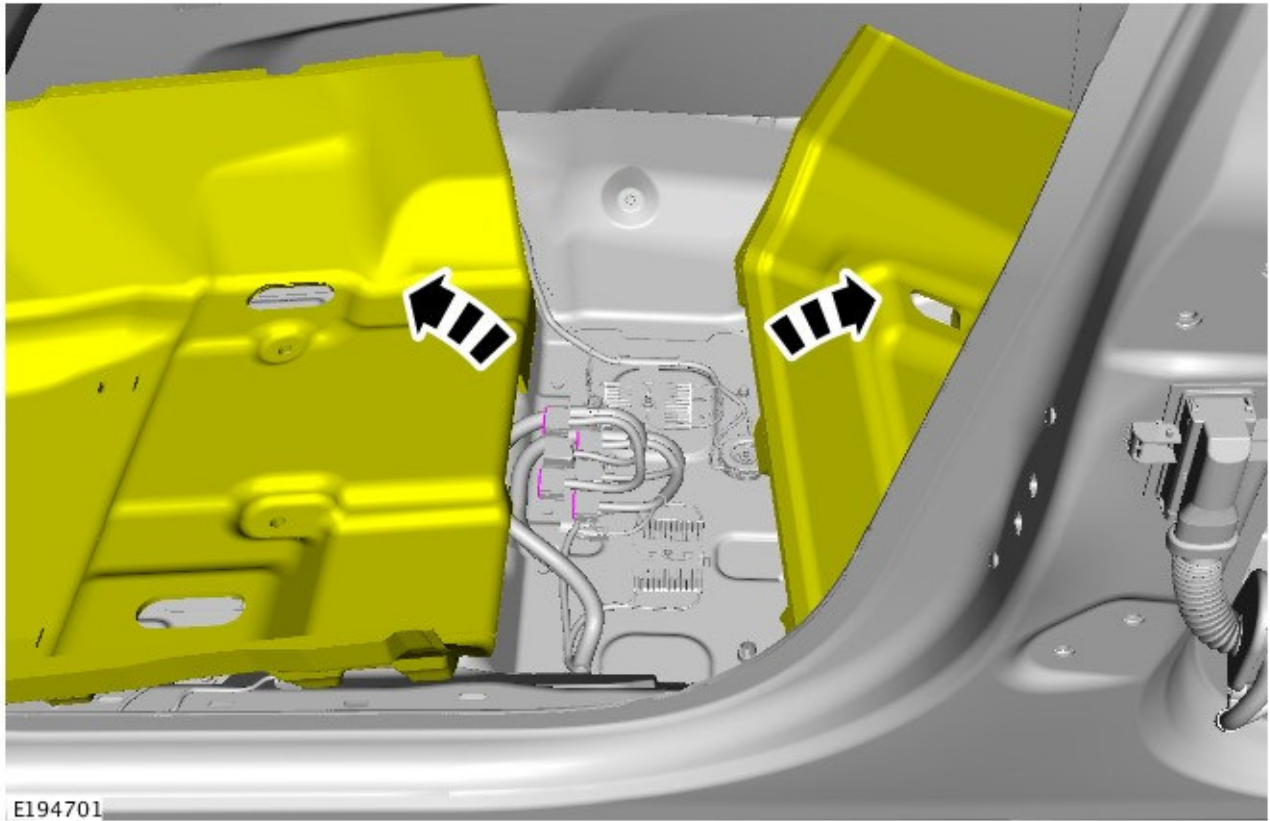
13. Remove the front left-hand carpet fasteners.



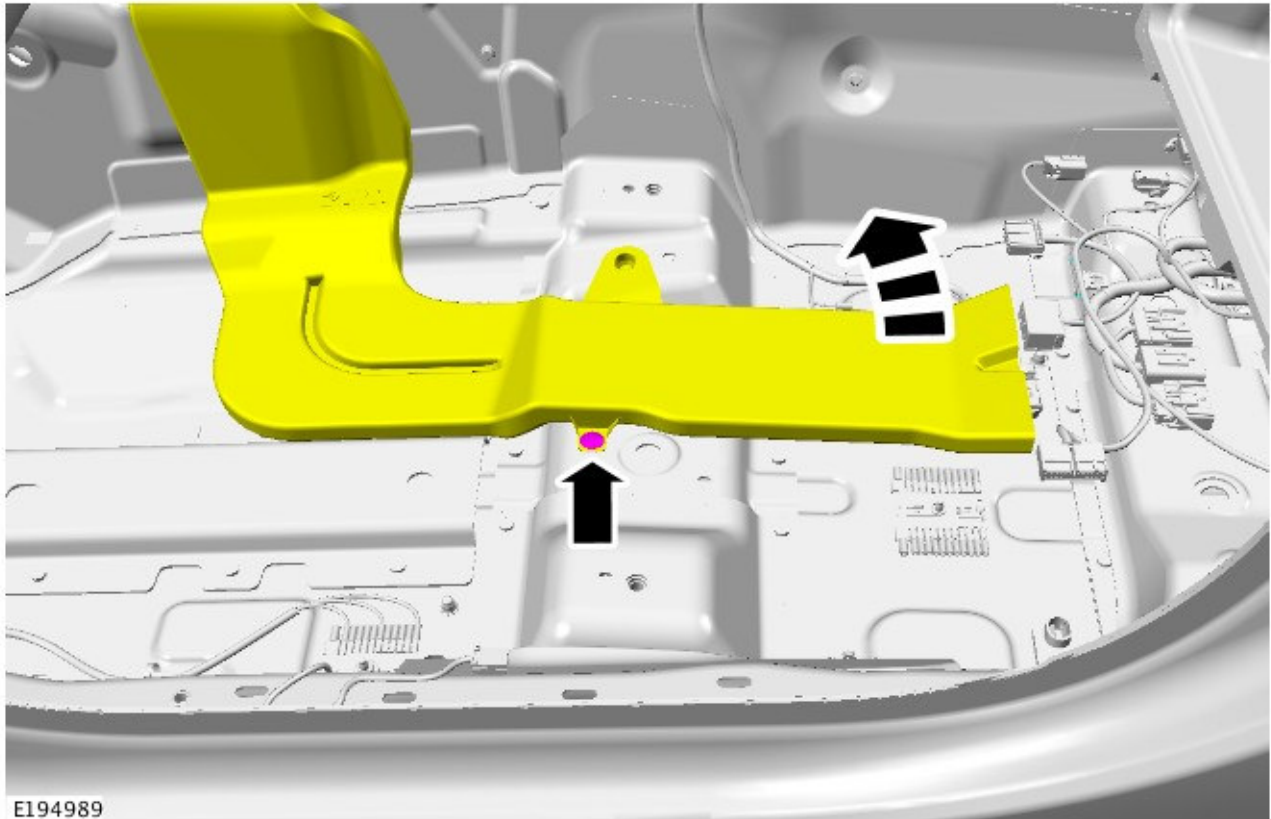
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14. Position the front and rear left-hand carpet to one side to access the three ground terminals.



15. Position the heater vent to one side to access the floor pan/electrical earth combs.



16. Check for water ingress under the left-rear carpet.

- If no water is found, continue to Step 17.
 - If water is found, remove the water using a suitable absorbent cloth.
- Continue to Step 17.

17. Visually inspect the body brace for corrosion.

- If corrosion is not evident, continue to Step 19.
- If corrosion is evident, continue to Step 18.

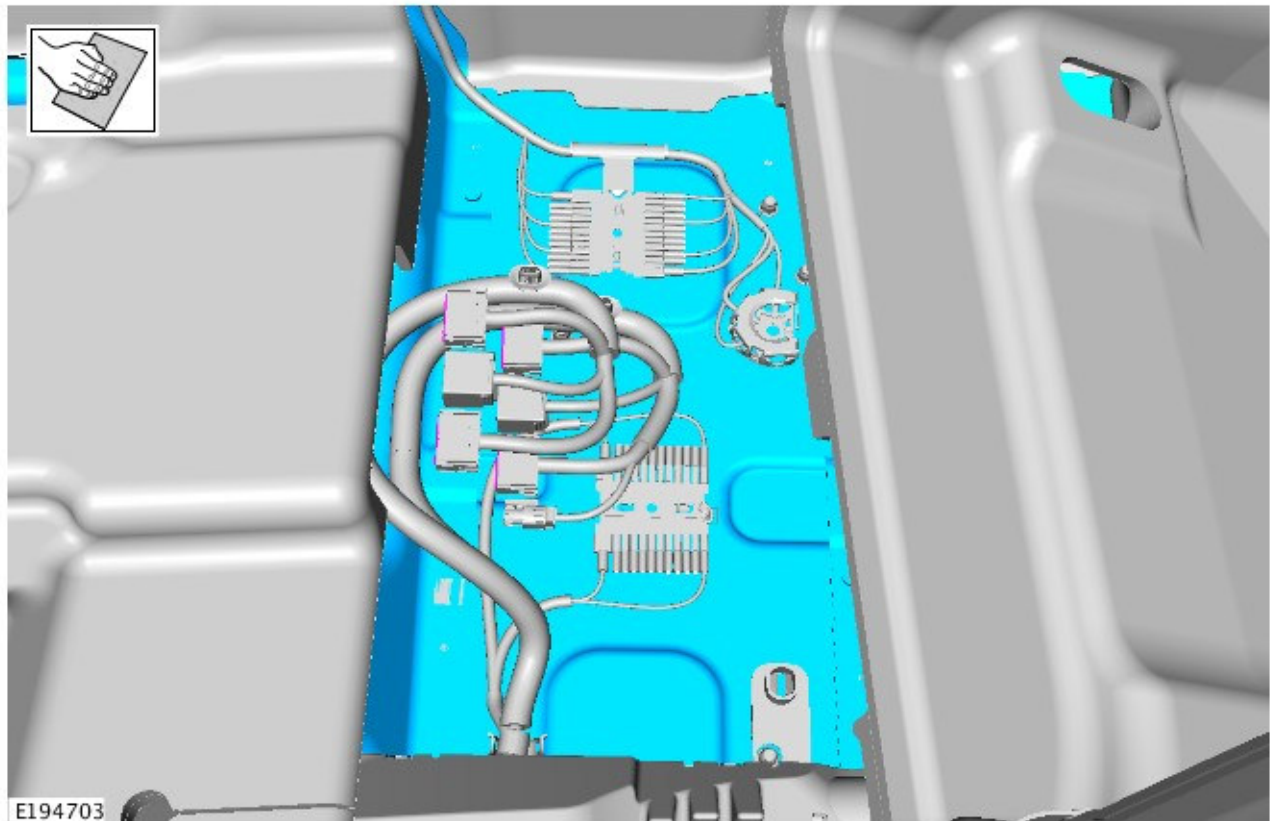


18. Remove corrosion and paint body brace.

1. Remove the body brace fixing.
2. Remove the body brace.
3. Remove any corrosion with a wire brush or similar tool.
4. Clean both sides of the body brace with a spirit wipe cloth.
5. Paint both sides of the body brace with etch primer.
6. Allow to dry.
7. Paint both sides of the body brace with finish coat.
8. Allow to dry.
9. Install the body brace and fixing.

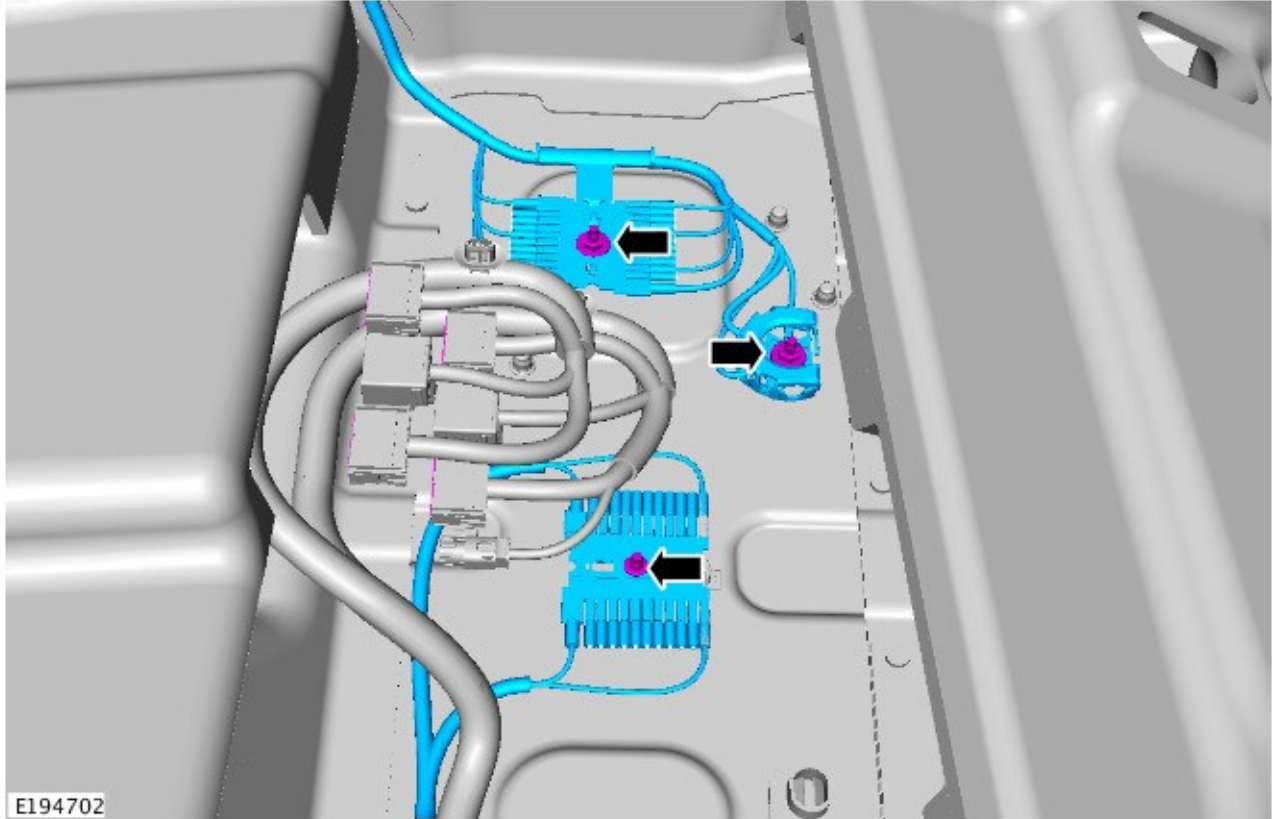
- Torque: **40 Nm**.

10. Continue to Step 19.

19. Clean and dry the front and rear left-hand floor pan using a suitable absorbent cloth.**20.** Remove the three ground terminals.

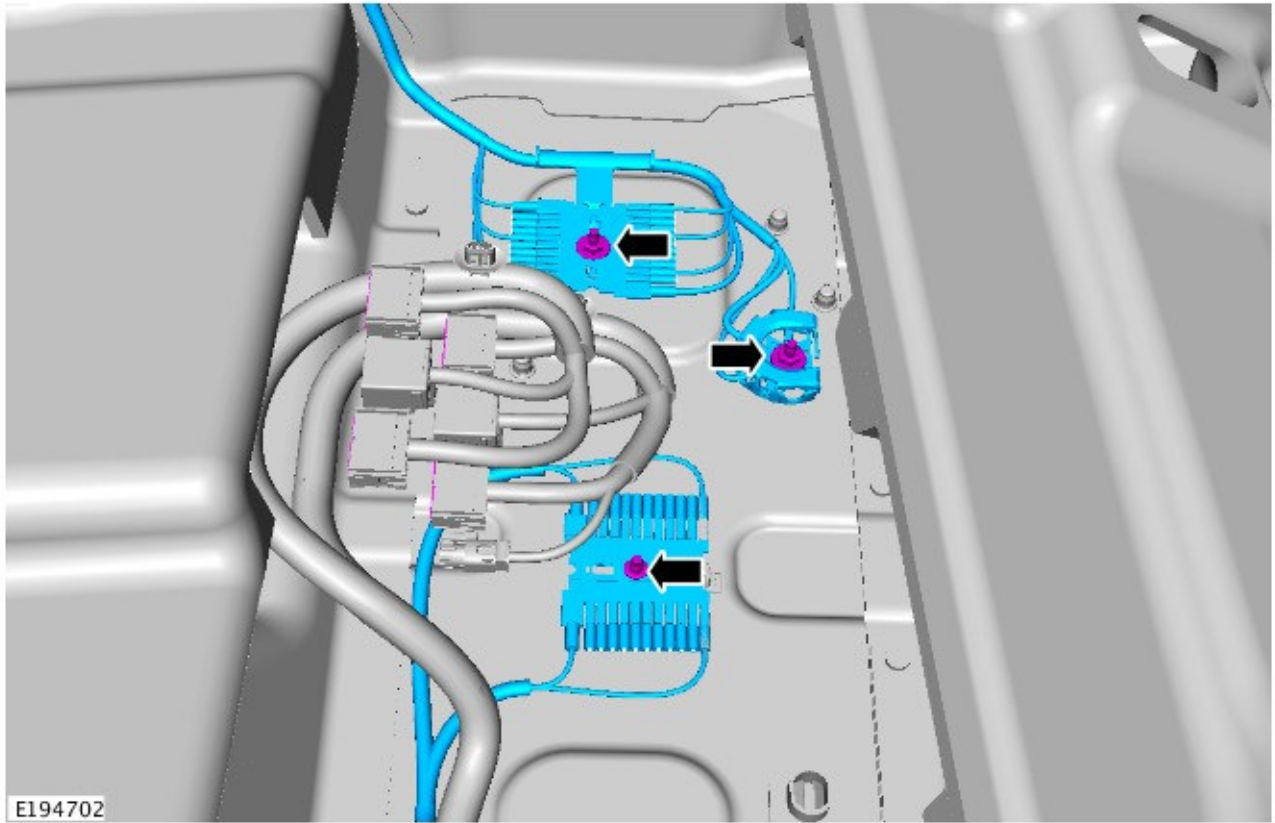
- Dry and remove any corrosion from the three ground terminals.

- Apply electrical contact cleaner to the three ground terminals.

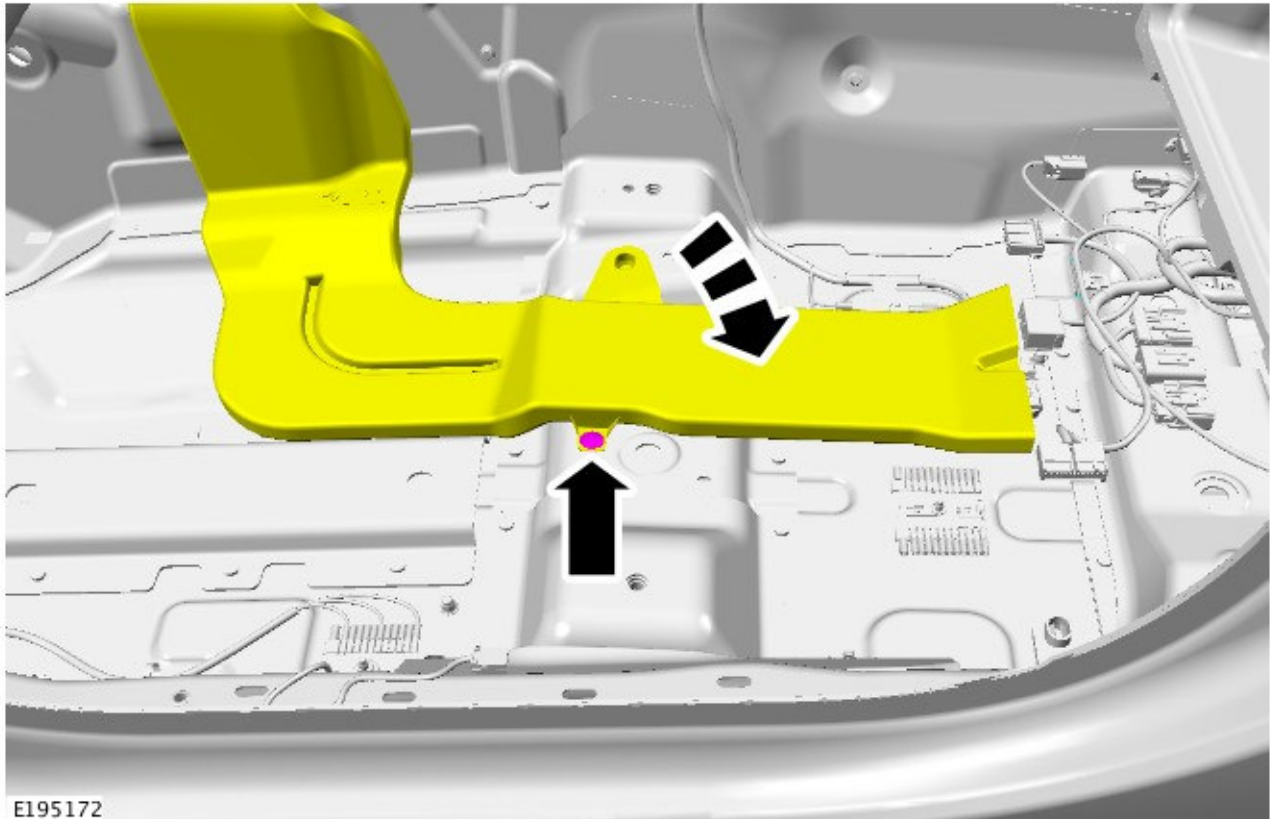


21. Install the three ground terminals.

- Torque: **10.5 Nm**



22. Install the heater vent.



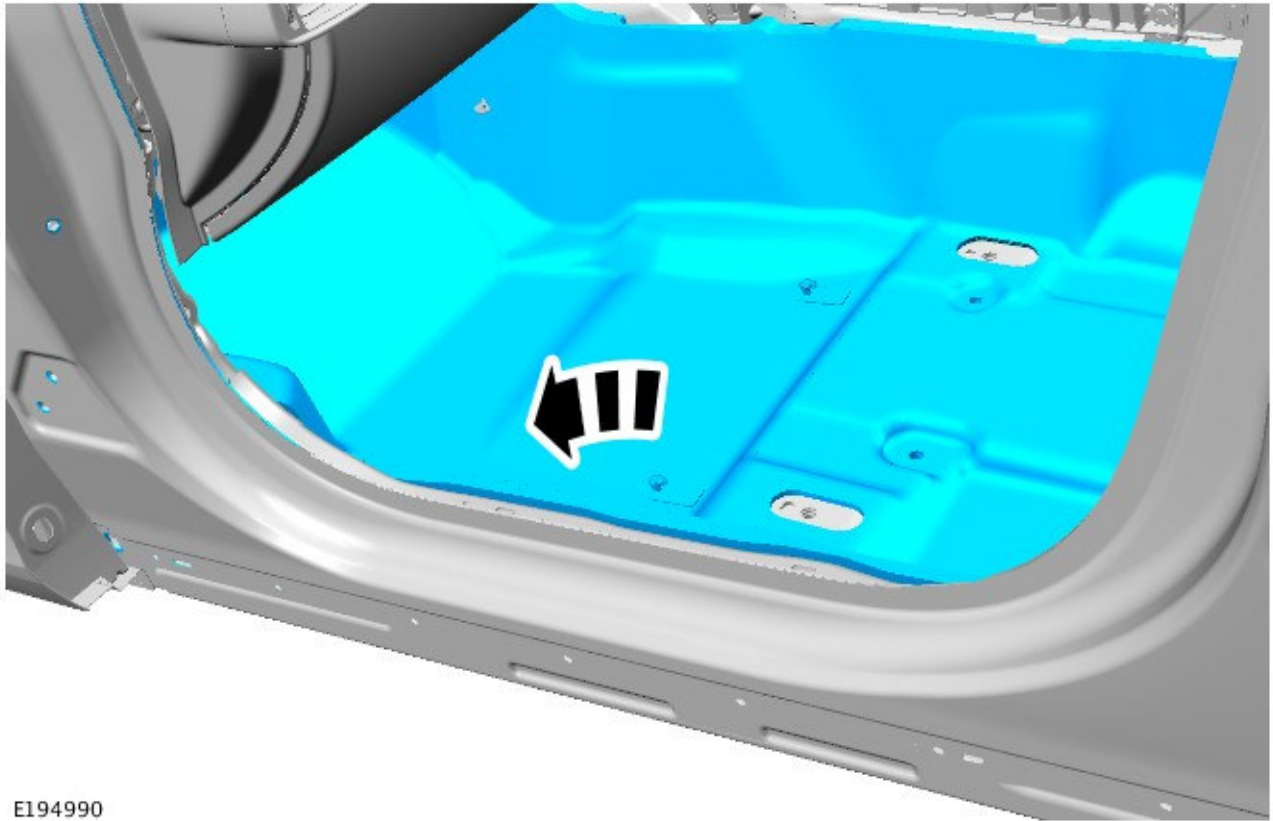
23.  **NOTE: In certain cases, it may be necessary to hold the vehicle while the necessary parts and updated ordering, repair, and claim details become available.**

Check if the front and/or rear left-hand carpets are wet and if they can be dried to an acceptable standard.

- If the carpets are not wet (dry), continue to Step 25.
- If the carpets are damp and can be dried or cleaned to an acceptable standard, do so and then continue to Step 25.
- If the carpets are wet and cannot be dried or cleaned to an acceptable standard, continue to Step 24.

24.  **NOTE: In certain cases, it may be necessary to hold the vehicle while the necessary parts and updated ordering, repair, and claim details become available.**

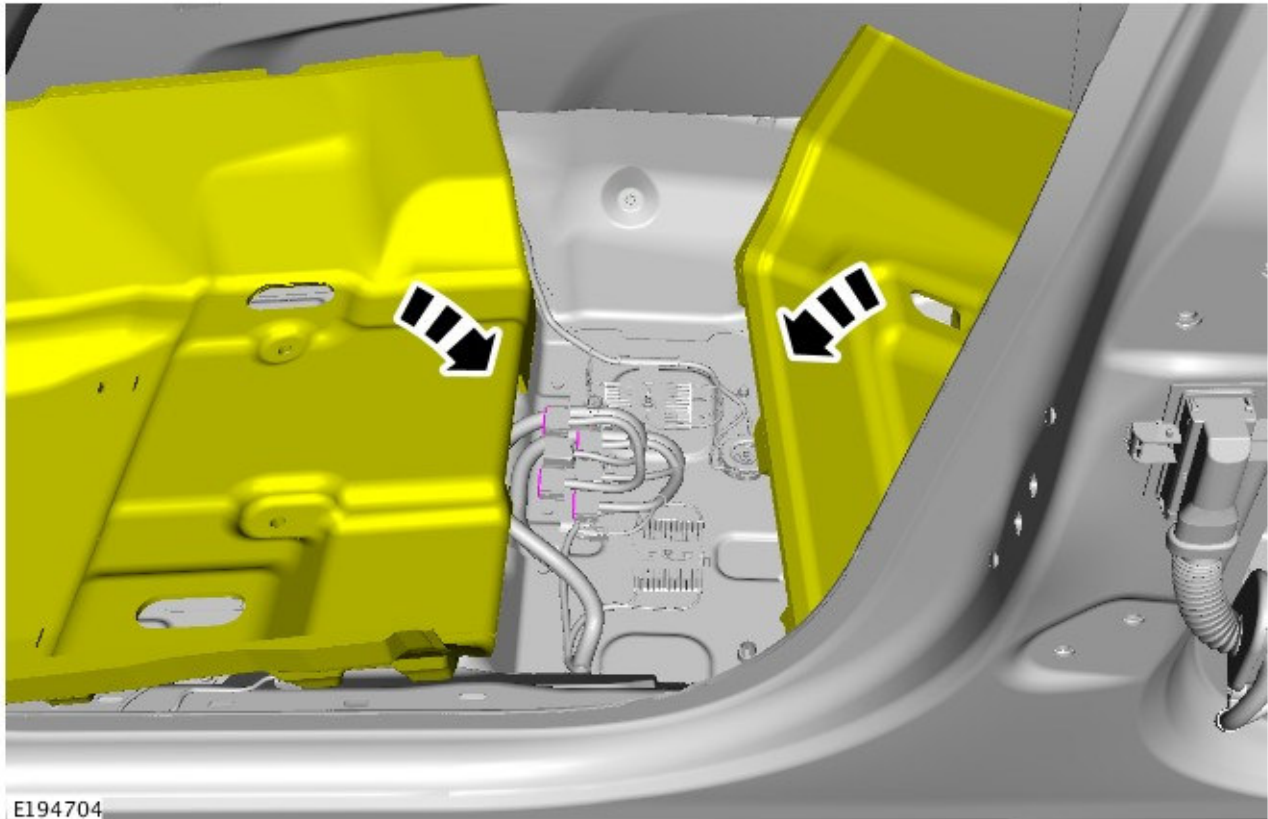
Remove the front and/or rear left-hand carpets and continue to hold the vehicle.



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25.  **NOTE: Make sure parts are dry before installation.**

Install the front and rear left-hand carpets.



- 26.** Install the front left-hand seat (see TOPIx Workshop Manual section 501-10: Seating).
- 27.** Install the left-hand B pillar lower trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).
- 28.** Install the cowl panel side left-hand trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).
- 29.** Install the front left-hand scuff plate trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation).
- 30.** Close the front left-hand door.