



**SERVICE ACTION K353: REAR SHOCK  
ABSORBER TOP MOUNTINGS**

**SERVICE BULLETIN**

04-FEB-16 | NO.: 6-293NAS | SEC.: GENERAL INFORMATION | MKT.: CAN / USA

**DESCRIPTION**

A potential issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range where the rear shock absorber top mounting(s) may cause a knocking noise.

**AFFECTED VEHICLE RANGE**

**XF (X260)**

**Model Year:** ..... 2016

**VIN:** ..... Y00012-Y03997

Visit the Jaguar Business Network (JBN) website for a [list of affected unsold vehicles](#) (as of 04 February 2018).

**ACTION TO BE TAKEN**

Check DDW to ensure that the vehicle is affected by this program (K353) prior to undertaking any rework 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 rework action.

Refer to Technical Bulletin K353NAS, *Service Action: Rear Shock Absorber Top Mountings*, for detailed repair instructions.

**PARTS**

**NOTE: when ordering parts, only order the expected percentage demand of parts identified.**

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
Rear shock absorber top mounting	T2H20187	1	100
Rear shock absorber top mounting	T2H20188	1	100
Nut and Washer	C2D38498	4	100
Bolt and Washer	T2H2202	2	100
Retainer Nut	T2H3507	2	100
Nut (Passive)	XR855815	2	100
Nut (Adaptive)	XR826831	2	100

**TOOLS**

Refer to Technical Bulletin noted above for any required 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 '**K353**' 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.

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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2018** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY CODE	QTY. / VALUE
<b>K353</b>	<b>B</b>	Replace the rear shock absorber top mounting - both sides (passive)	64.30.34	0.60	T2H20187	1
					T2H20188	1
					C2D38498	4
					T2H2202	2
					T2H3507	2
					XR855815	2
<b>K353</b>	<b>C</b>	Replace the rear shock absorber top mounting - both sides (passive)	64.30.34	0.60	T2H20187	1
					T2H20188	1
					C2D38498	4
					T2H2202	2
					T2H3507	2
					XR855815	2
<b>K353</b>	<b>C</b>	Drive in/drive out	10.10.10	0.20	-	-
		<b>K353</b>	<b>D</b>	Replace the rear shock absorber top mounting - both sides (adaptive)	64.30.34	0.60
T2H20188	1					
C2D38498	4					
T2H2202	2					
T2H3507	2					
XR826831	2					
<b>K353</b>	<b>E</b>	Replace the rear shock absorber top mounting - both sides (adaptive)	64.30.34	0.60	T2H20187	1
					T2H20188	1
					C2D38498	4
					T2H2202	2
					T2H3507	2
					XR826831	2
<b>K353</b>	<b>E</b>	Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*