

H008NAS1

# TECHNICAL BULLETIN

24 JUL 2017



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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.

## INFORMATION

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## SECTION:

211-02: Power Steering

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**SUBJECT/CONCERN:**

Service Action: Loss Of Power Assistance To The Steering

**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
F-PACE (X761)	2017	074595-087453	Solihull
XE (X760)	2017	963367-966880	Solihull
XF (X260)	2017	Y39205-Y41212	Castle Bromwich

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

An issue has been identified on certain vehicles within the listed Affected Vehicle Range may experience loss of power assist to the steering, most likely at low speed in parking-type maneuvers.

**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 Diagnostic Procedure, Steering Gear Serial Number check, and, only if necessary, Workshop Procedure 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.

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**PARTS:**

**NOTES:**

- Order only the expected percentage demand of parts identified after confirming that the fitted Power Steering Control Module (PSCM) steering gear serial number is included in one of the tables listed below. Expected percentage of vehicles requiring parts is approximately 2%.
- The complete 17-character VIN must be included in the **Customer Material Number** field if ordering a steering gear.

DESCRIPTION	MODEL/VARIANT	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Steering rack & pinion	F-PACE (X761)	T4A12198	1	2.0
Lower control arm nuts	F-PACE (X761)	T2H17605	2	2.0
Bolt and washers	F-PACE (X761)	T2H17606	2	2.0
Stabiliser bar to drop link nuts	F-PACE (X761)	C2Z2224	2	2.0
Lower control arm nuts	F-PACE (X761)	T2H3159	2	2.0
Track rod end nuts	F-PACE (X761)	T4N8037	2	2.0
	F-PACE (X761)	C2D32500	1	2.0

DESCRIPTION	MODEL/VARIANT	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Steering rack bolt				
Steering rack & pinion	XE (X760: AWD)	T4N15268	1	2.0
Steering rack & pinion	XE (X760: RWD)	T4N15266	1	2.0
Damper lower bolts	XE (X760), XF (X260)	T2H17786	2	2.0
Lower control arm nuts	XE (X760), XF (X260)	T2H5007	2	2.0
Steering rack & pinion	XF (X260)	T2H19684	1	2.0
Steering rack bolts	All	AJ811754	4	2.0
Shaft to gear bolt	All	C2P9500	1	2.0
Subframe to body bolts	All	T2H3162	6	2.0

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**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 at one visit.

Warranty claims must be submitted quoting the Program Code '**H008**', Option Code '**X**', and the relevant SRO and parts information. 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 May 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

DESCRIPTION	MODEL/VARIANT	SRO	TIME (HOURS)
Check serial number through onboard diagnostics	All	05.10.20	0.2
Power Steering Rack - Renew gear	F-PACE (X761; AWD, Ingenium I4 2.0L Diesel)	57.10.01	4.3
Power Steering Rack - Renew gear	F-PACE (X761; AWD, V6 3.0L S/C Petrol)	57.10.01	4.6
Power Steering Rack - Renew gear	XE (X760; GTDi 2.0L Petrol)	57.10.01	2.6
Power Steering Rack - Renew gear	XE (X760; AWD, Ingenium I4 2.0L Diesel)	57.10.01	3.9
Power Steering Rack - Renew gear	XE (X760; AWD, V6 3.0L S/C Petrol)	57.10.01	4.0
Power Steering Rack - Renew gear	XE (X760; RWD, Ingenium I4 2.0L Diesel)	57.10.01	2.7
		57.10.01	2.8

DESCRIPTION	MODEL/VARIANT	SRO	TIME (HOURS)
Power Steering Rack - Renew gear	XE (X760; RWD, V6 3.0L S/C Petrol)		
Power Steering Rack - Renew gear	XF (X260; AWD, Ingenium I4 2.0L Diesel)	57.10.01	3.9
Power Steering Rack - Renew gear	XF (X260; AWD, V6 3.0L S/C Petrol)	57.10.01	4.1
Power Steering Rack - Renew gear	XF (X260; RWD, Ingenium I4 2.0L Diesel)	57.10.01	2.8
Power Steering Rack - Renew gear	XF (X260; RWD, V6 3.0L S/C Petrol)	57.10.01	2.9
Disengage and reengage transit mode	All	86.93.93	0.1
Drive in/drive out	All	10.10.10	0.2

Normal Warranty policies and procedures apply.

**DIAGNOSTIC PROCEDURE:**

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**CAUTIONS:**

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests MUST be carried out; failure to perform these steps may cause damage to vehicle control modules.

**NOTE:**

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The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD150.01 v.272 (or later).

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
- 2 Turn ignition ON (engine not running).
- 3 Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
- 4 Follow the on-screen prompts, allowing the diagnostic tool to read the VIN and identify the vehicle and initiating the data collect sequence.
- 5 Select **Part Information**.
- 6 Scroll to the **'PSCM'** section.
- 7 Record the **'ECU serial number'** on the repair order.
  - 1 When all tasks are complete, go to the next Step.
- 8 Exit the current session.
  - 1 If necessary, set the vehicle to **'Transit mode'**.
  - 2 Select the **Session** tab.
  - 3 Select the **Close session** option.
- 9 Disconnect the diagnostic tool and battery power supply from the vehicle.
- 10 Go to Power Steering Control Module (PSCM) Steering Gear Serial Numbers below.

**POWER STEERING CONTROL MODULE (PSCM) STEERING GEAR SERIAL NUMBERS:**

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**NOTE:**

The Power Steering Control Module (PSCM) steering gear serial numbers are listed in numerical order.

F-PACE (X761)

<b>446727-454059</b>	<b>454083-454436</b>	<b>454438-454619</b>	<b>454643-458436</b>	<b>458447-458826</b>	<b>458835-459106</b>	<b>459107-472091</b>
446727	454083	454438	454643	458447	458835	459107
450110	454087	454442	454652	458476	458842	459118
450437	454090	454449	454656	458478	458848	459126
450558	454091	454451	454671	458515	458851	459136
450623	454093	454454	454675	458520	458853	459137
452732	454099	454455	454694	458521	458858	459144
453086	454104	454458	454712	458524	458860	459146
453094	454108	454462	454722	458528	458869	459153
453095	454115	454464	454726	458531	458879	459155
453096	454119	454472	454739	458546	458893	459193
453107	454153	454474	454747	458549	458902	459224
453124	454160	454483	454763	458586	458906	459233
453129	454162	454487	454772	458588	458908	459241
453131	454166	454492	454788	458612	458910	461565
453134	454168	454504	454795	458615	458915	461589



<b>446727- 454059</b>	<b>454083- 454436</b>	<b>454438- 454619</b>	<b>454643- 458436</b>	<b>458447- 458826</b>	<b>458835- 459106</b>	<b>459107- 472091</b>
453136	454183	454509	454797	458618	458926	461600
453144	454188	454516	454846	458622	458928	461607
453185	454229	454524	454858	458626	458931	461620
453187	454233	454525	454866	458637	458939	461648
453194	454238	454527	454869	458647	458943	461672
453199	454240	454528	454886	458654	458945	461718
453205	454245	454532	454892	458656	458952	461727
453210	454247	454537	454918	458658	458955	462304
453227	454254	454541	454923	458668	458971	462329
453228	454258	454542	454926	458676	458975	462545
453231	454261	454544	454928	458681	458988	462548
453240	454263	454549	454931	458686	458993	462556
453242	454264	454552	454940	458696	458998	462582
453258	454265	454555	454949	458707	459000	462589
453260	454292	454557	454956	458708	459006	462598
453262	454306	454559	454958	458723	459018	462609
453286	454315	454560	454967	458731	459020	462632
453290	454325	454562	454968	458737	459033	462660
453305	454327	454563	454971	458743	459038	462665
453329	454328	454569	458162	458744	459055	462683
453338	454330	454570	458255	458746	459059	462698
453342	454359	454572	458266	458748	459065	462704
453346	454361	454575	458271	458772	459069	462708
453348	454365	454580	458336	458775	459071	462729

<b>446727- 454059</b>	<b>454083- 454436</b>	<b>454438- 454619</b>	<b>454643- 458436</b>	<b>458447- 458826</b>	<b>458835- 459106</b>	<b>459107- 472091</b>
453352	454371	454584	458351	458781	459081	462740
453356	454392	454591	458355	458789	459092	462821
453360	454400	454596	458363	458810	459093	462872
453367	454417	454598	458392	458813	459098	465257
453376	454419	454604	458404	458825	459099	465269
454038	454436	454619	458436	458826	459106	472091
454059						

## XE (X760)

<b>455681- 455498</b>	<b>455510- 455664</b>	<b>455694- 455818</b>	<b>455820- 459429</b>	<b>459447- 459563</b>	<b>464520- 464673</b>	<b>464694- 464778</b>
455681	455510	455694	455820	459447	464520	464694
455342	455514	455727	455824	459471	464551	464696
455347	455520	455742	455830	459529	464553	464732
455352	455524	455746	455830	459541	464563	464765
455354	455526	455760	455833	459544	464582	464767
455439	455531	455761	455852	459548	464665	464772
455498	455664	455818	459429	459563	464673	464778

## XF (X260)

<b>460180- 466828</b>	<b>466837- 436984</b>	<b>436985- 459377</b>	<b>459383- 463600</b>	<b>463601- 463736</b>	<b>463738- 463805</b>	<b>463806- 473870</b>
460180	466837	436985	459383	463601	463738	463806
463085	466946	436986	459385	463604	463742	463807
463088	471541	452839	459389	463608	463748	463825
463089	477626	459278	459390	463611	463752	463863

<b>460180- 466828</b>	<b>466837- 436984</b>	<b>436985- 459377</b>	<b>459383- 463600</b>	<b>463601- 463736</b>	<b>463738- 463805</b>	<b>463806- 473870</b>
466174	460798	459283	459402	463684	463752	463912
466251	468010	459293	459408	463702	463752	463929
466286	436982	459355	463590	463709	463796	463969
466691	436983	459359	463592	463711	463800	473866
466828	436984	459377	463600	463736	463805	473868
						473870

- 1 Check the recorded Power Steering Control Module (PSCM) steering gear serial number against the appropriate table above.
  - If the PSCM steering gear serial number **does not** match a PSCM steering gear serial number in one of the tables above, **do not perform** the Service Instruction below.
    - Refer to TOPIx Workshop Manual section 211-02: Power Steering - Diagnosis and Testing - Power Steering for other areas of concern.
  - If the PSCM steering gear serial number **does** match a PSCM steering gear serial number in one of the tables above, complete the Service Instruction below.

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**WORKSHOP PROCEDURE:**

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<sup>1</sup> **NOTE:**

Perform this Step only if the fitted Power Steering Control Module (PSCM) steering gear serial number does match a PSCM steering gear serial number in one of the tables above.

Install a new steering gear (see TOPIx Workshop Manual section 211-02: Power Steering - Steering Gear)