



SERVICE ACTION H008: LOSS OF POWER ASSISTANCE TO THE STEERING

SERVICE BULLETIN

24-JUL-17

NO.: 6-359NAS

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar 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.

AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: 2017

VIN: 074595-087453

XE (X760)

Model Year: 2017

VIN: 963367-966880

XF (X260)

Model Year: 2017

VIN: Y39205-Y41212

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 21 July 2017).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this Program 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H008NAS, *Service Action: Loss Of Power Assistance To The Steering*, for detailed repair instructions.

PARTS

NOTE: 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; LHD)	T4A12198	1	2
Lower control arm nuts	F-PACE (X761)	T2H17605	2	2
Bolt and washers	F-PACE (X761)	T2H17606	2	2
Stabiliser bar to drop link nuts	F-PACE (X761)	C2Z2224	2	2
Lower control arm nuts	F-PACE (X761)	T2H3159	2	2
Track rod end nuts	F-PACE (X761)	T4N8037	2	2

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DESCRIPTION	MODEL/VARIANT	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Steering rack bolt	F-PACE (X761)	C2D32500	1	2
Steering rack & pinion	XE (X760; LHD, AWD)	T4N15268	1	2
Steering rack & pinion	XE (X760; LHD, RWD)	T4N15266	1	2
Damper lower bolts	XE (X760), XF (X260)	T2H17786	2	2
Lower control arm nuts	XE (X760), XF (X260)	T2H5007	2	2
Steering rack & pinion	XF (X260; LHD)	T2H19684	1	2
Steering rack bolts	All	AJ811754	4	2
Shaft to gear bolt	All	C2P9500	1	2
Subframe to body bolts	All	T2H3162	6	2

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 the Program Code **'H008'**, Option Code **'X'**, and the relevant SRO and parts information. 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.

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 for 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; RWD, Ingenium I4 2.0L Diesel)	57.10.01	2.7
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, V6 3.0L S/C Petrol)	57.10.01	2.8
Power Steering Rack - Renew gear	XF (X260; AWD, Ingenium I4 2.0L Diesel)	57.10.01	3.9

DESCRIPTION	MODEL/VARIANT	SRO	TIME (HOURS)
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.