



SERVICE ACTION K455: USB 2.0 CABLE INCORRECT SPECIFICATION

SERVICE BULLETIN

28-JUL-17

NO.: 6-349NAS
(ISSUE 3)

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

CHANGES ARE HIGHLIGHTED IN BLUE

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may have a cable assembly for the USB network between the USB hub and the digital disc player that does not match the specification required for robust USB 2.0 communication.

AFFECTED VEHICLE RANGE

- F-PACE (X761; with InControl® Touch Pro™)
Model Year: 2017
VIN: 046166-075904
- XE (X760; with InControl® Touch Pro™)
Model Year: 2017
VIN: 921222-962738
- XF (X260; with InControl® Touch Pro™)
Model Year: 2016-2017
VIN: Y00124-Y39363

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 17 March 2016).

SERVICE PROGRAM/REWORK ACTION

Retailers will replace the USB link lead. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Check DDW to make sure that a 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. 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.

Refer to Technical Bulletin K455NAS, *Service Action: USB 2.0 Cable Incorrect Specification*, for detailed repair instructions.

PARTS

NOTE: order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
USB link lead	T2H32167	1	100

Felt anti-rattle wiring harness tape	ZZZ001	\$3.75	100
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* - an allowance (\$3.75 USD [or local equivalency]) has been provided to cover the cost of the felt anti-rattle wiring harness tape. Claim using Sundry Code 'ZZZ001'.

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 together with the relevant Option Code. The SRO and parts information is 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.

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 March 2019** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
K455	B	Install new USB 2.0 link lead between digital disc player and USB hub	86.51.38	0.40	T2H32167 ZZZ001	1 \$3.75
K455	C	Install new USB 2.0 link lead between digital disc player and USB hub Drive in/drive out	86.51.38 10.10.10	0.40 0.20	T2H32167 ZZZ001 -	1 \$3.75 -
K455	D	Install new USB 2.0 link lead between digital disc player and USB hub Disengage and reengage transit mode	86.51.38 86.93.93	0.40 0.10	T2H32167 ZZZ001 -	1 \$3.75 -
K455	E	Install new USB 2.0 link lead between digital disc player and USB hub Disengage and reengage transit mode Drive in/drive out	86.51.38 86.93.93 10.10.10	0.40 0.10 0.20	T2H32167 ZZZ001 - -	1 \$3.75 - -

* - an allowance (\$3.75 USD [or local equivalency]) has been provided to cover the cost of the felt anti-rattle wiring harness tape. Claim using Sundry Code 'ZZZ001'.

Normal Warranty policies and procedures apply.