



# SERVICE ACTION H037: STEERING GEAR TIE-ROD END BALL JOINTS

# SERVICE BULLETIN

20-SEP-17

NO.: 6-365NAS  
(ISSUE 2)

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

**CHANGES ARE HIGHLIGHTED IN BLUE**

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range where the steering gear tie-rod end ball joints have not been suitably sealed from exterior weather conditions. Water or other contaminants may be able to enter the steering gear tie-rod end ball joints which could lead to the ball joint developing a knocking noise after long exposure.

## AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: ..... 2017-2018

VIN: ..... 045119-099996; 488002-499998; 880002-899840; 240000-257978

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 14 September 2017).

## SERVICE PROGRAM / REWORK ACTION

Retailers will inspect, and if necessary apply wax, to the left and right steering tie-rod ends. There will be no charge to owners for this action under this program.

## 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 H037NAS, *Service Action: Steering Gear Tie-Rod End Ball Joints*, for detailed repair instructions.

## PARTS

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE
Daubert 'NOX-RUST® 7703-W' (aerosol spray can)	*ZZZ001	*\$25.00
1 Packet - Windscreen bonding felt swab applicators	**ZZZ999	**\$5.00

\* - an allowance (\$25.00 USD [or local equivalent]) has been provided to cover the cost of one (1) aerosol spray can (sufficient to repair 50 vehicles) of the Daubert 'NOX-RUST® 7703-W' wax. Claim using Sundry Code 'ZZZ001' only for the first of 50 vehicles repaired.

\*\* - an allowance (\$5.00 USD [or local equivalent]) has been provided to cover the cost of 1 packet (sufficient to repair 50 vehicles) of felt swap applicators. Claim using Sundry Code 'ZZZ999' only for the first of 50 vehicles repaired.

## 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 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.

**NOTE: Option Codes 'B' and 'C' may only be claimed for the first of 50 vehicles repaired. The remaining (49) vehicle claims must be submitted using Option Code 'D' or 'E'.**

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been 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 August 2019** closure 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
H037	B	Seal the steering gear tie-rod end ball joints	57.91.41	0.30	*ZZZ001 **ZZZ999	*\$25.00 **\$5.00
H037	C	Seal the steering gear tie-rod end ball joints Drive in/drive out	57.91.41 10.10.10	0.30 0.20	*ZZZ001 **ZZZ999 -	*\$25.00 **\$5.00 -
H037	D	Seal the steering gear tie-rod end ball joints	57.91.41	0.30	-	-
H037	E	Seal the steering gear tie-rod end ball joints Drive in/drive out	57.91.41 10.10.10	0.30 0.20	- -	- -

\* - an allowance (\$25.00 USD [or local equivalent]) has been provided to cover the cost of one (1) aerosol spray can (sufficient to repair 50 vehicles) of the Daubert 'NOX-RUST® 7703-W' wax. Claim using Sundry Code 'ZZZ001' only for the first of 50 vehicles repaired.

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*Normal Warranty policies and procedures apply.*