



SERVICE ACTION K444: TELEMATIC CONTROL MODULE (TCU) SOFTWARE UPDATE

ALERT BULLETIN

13-OCT-17

NO.: 6-341NAS2
(ISSUE 2)

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

ISSUE '2' 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 have been manufactured away from process and the Telematics Control Module (TCU) security key was not subject to an end of line test and verification. The Wi-Fi may drop out after 10 minutes and then reconnect after 3 minutes, with this cycle repeating.

AFFECTED VEHICLE RANGE

F-PACE (X761; w/Telematics)

Model Year: 2017

VIN: 066598-079079

XE (X760; w/Telematics)

Model Year: 2017

VIN: 956428-964152

XF (X260; w/Telematics)

Model Year: 2017

VIN: Y36040-Y39879

XJ (X351; w/Telematics)

Model Year: 2017

VIN: W01433-W03106

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 13 October 2017).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Telematics Control Module (TCU) software to the latest level. 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 K444NAS, *Service Action: Telematic Control Module (TCU) Software Update*, for detailed repair instructions.

PARTS

No parts required.

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 part 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 December 2018** expiry 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
K444	E	Telematics Control Unit Module - Configure Existing Module	86.98.37	0.50	-	-
K444	F	Telematics Control Unit Module - Configure Existing Module	86.98.37	0.50	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.