



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

SERVICE BULLETIN

10-MAY-18

NO.: 6-365NAS
(ISSUE 4)

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*)	(locally sourced)	1 can*
‡ Teroson WX 350 / Terotex HV 350 - 1 liter*	T4A30297	*1
Windscreen bonding felt swab applicators	ZZZ001	**\$0.10

‡ - Daubert 'NOX-RUST® 7703-W **OR** Teroson WX 350 / Terotex HV 350 may be used.

* - sufficient to rework 50 vehicles.

** - an allowance of \$0.10 USD or local equivalent has been provided to cover the cost of 1 windshield bonding felt swab applicator.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: the Jaguar Land Rover claims submission system to make sure 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.

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. Use the Jaguar Land Rover claims submission system 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	A	Inspect the tie-rod bellow clamp for a yellow paint mark, indicating that the repair has previously been completed, no further action	05.10.20	0.20	-	-
H037	K	Inspect the tie-rod bellow clamp for a yellow paint mark, indicating that the repair has previously been completed, no further action	05.10.20	0.20	-	-
		Drive in/drive out	010.10.10	0.20	-	-
H037	F	Seal the steering gear tie-rod end ball joints	57.91.41	0.30	ZZZ001	*\$0.60
H037	G	Seal the steering gear tie-rod end ball joints	57.91.41	0.30	ZZZ001	*\$0.60
		Drive in/drive out	10.10.10	0.20	-	-

* - an allowance of \$0.60 USD or local equivalent has been provided to cover the cost of 1 windshield bonding felt swab applicator and the wax.

Normal Warranty policies and procedures apply.