



H164NAS1

TECHNICAL BULLETIN

09 JAN 2019

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

501-14

SUBJECT/CONCERN:

Service Action: Hood Latch - False Activation

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
E-PACE (X540)	2018	Z00043-Z31990
F-PACE (X761)	2017-2018	045989-992421
XE (X760)	2018	P16068-P36181
XF (X260)	2018	Y53825-Y68290

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where unexpected alarm activation with the vehicle locked occurs and/or the vehicle cannot be locked.

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 Diagnostic/Workshop Procedure detailed in this Technical Bulletin. 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.

PARTS:**NOTE:**

Order only the expected percentage demand of parts as identified.

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Hood latch	T2H41589	1	100

SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

WARRANTY:

NOTE:

Use 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, make sure that all open Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. 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 back 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 TOPlx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the December 31, 2020, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER/SUNDRY CODE	QUANTITY/VALU
H164	A	E-PACE	Hood latch - Renew	76.16.25	1.0	T2H41589	1
H164	B	E-PACE	Hood latch - Renew Drive in/drive out	76.16.25 10.10.10	1.0 0.2	T2H41589 -	1 -
H164	A	F-PACE, XE, XF	Hood latch - Renew	76.16.25	0.1	T2H41589	1
H164	B	F-PACE, XE, XF	Hood latch - Renew Drive in/drive out	76.16.25 10.10.10	0.1 0.2	T2H41589 -	1 -

Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

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 **NOTE:**

Only renew the hood latch with the switch.

Renew the hood latch (see the TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Hood Latch).