

SERVICE ACTION H164: HOOD LATCH - FALSE ACTIVATION



NAS19.01.007 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JANUARY 9, 2019

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range where unexpected alarm activation with the vehicle locked occurs and/or the vehicle cannot be locked.

AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: 2018

VIN: Z00043-Z31990

F-PACE (X761)

Model Year: 2017-2018

VIN: 045989-992421

XE (X760)

Model Year: 2018

VIN: P16068-P36181

XF (X260)

Model Year: 2018

VIN: Y53825-Y68290

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will replace the hood latch. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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 H164NAS, *Service Action: Hood Latch - False Activation*, for detailed repair instructions.

PARTS

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

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

TOOLS

Refer to the Technical Bulletin referenced above 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 outstanding Service Actions are identified to make sure 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 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 2020, closure date must be submitted for payment within 30 calendar days of completion of the repair.

| PROGRAM CODE | OPTION CODE | MODEL | DESCRIPTION | SRO | TIME (HOURS) | PARTS / SUNDRY CODE | QUANTITY / VALUE |
|--------------|-------------|----------------|--------------------|----------|--------------|---------------------|------------------|
| H164 | A | E-PACE | Hood latch - Renew | 76.16.25 | 1.0 | T2H41589 | 1 |
| H164 | B | E-PACE | Hood latch - Renew | 76.16.25 | 1.0 | T2H41589 | 1 |
| | | | Drive in/drive out | 10.10.10 | 0.2 | - | - |
| 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 | 76.16.25 | 0.1 | T2H41589 | 1 |
| | | | Drive in/drive out | 10.10.10 | 0.2 | - | - |

Normal Warranty policies and procedures apply.