

NOTIFICATION OF UPDATE PRIOR TO SALE H258 UPS10119-5B - INCORRECT ROUTING OF BRAKE BOOSTER VACUUM PIPE



NAS20.02.014 | WORKSHOP

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AFTERSALES BULLETIN

FEBRUARY 21, 2020

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the brake booster vacuum pipe may be routed incorrectly.

This bulletin does not apply to any vehicles already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate bulletin.

AFFECTED VEHICLE RANGE

F-TYPE (X152; V6 3.0L SC; V8 5.0L V8)

Model Year: 2020

VIN / Retailer: K66658 / Jaguar Lakeridge

..... K66719 / Steele Jaguar

..... K66721 / Jaguar Vancouver

..... K66732 / Jaguar Waterloo

..... K66785 / Jaguar Vancouver

..... K66887 / Jaguar Waterloo

..... K66897 / Decarie Motors

ACTION TO BE TAKEN / REWORK ACTION

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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 the outcome of an inspection. A vehicle that passes the inspection may be released for sale or onward distribution. A vehicle that does not pass the inspection must continue to be held until further instruction.

Refer to Technical Bulletin H258 UPS10119-5bNAS, *Update Prior to Sale: Incorrect Routing of Brake Booster Vacuum Pipe*, for detailed inspection instructions.

WARRANTY

NOTE: use the Jaguar Land Rover claims submissions system to make sure that the vehicle is affected by this program prior to undertaking any rework action.

NOTE: if a vehicle fails the inspection, email jlrcamp@jaguarlandrover.com with the Vehicle Identification Number (VIN), Program Code 'H258, and state that the inspection failed. Do NOT submit a claim; continue to hold the vehicle and await further instruction.

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 at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can 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. Refer to 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 September 27, 2020 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H258	A	Brake booster vacuum pipe - Inspection - No further action	05.10.10	0.1
H258	B	Brake booster vacuum pipe - Inspection - No further action	05.10.10	0.1
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you may offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.