



**UPDATE PRIOR TO SALE 4616-5B: V6 PETROL
COOLANT HOSE CHAFE**

SERVICE BULLETIN

13-DEC-16

NO.: 6-302NAS
(issue 4)

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

CHANGES ARE HIGHLIGHTED IN GRAY

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles fitted with the 3.0L V6 Supercharged engine within the Affected Vehicle Range where the coolant hose from the thermostat housing may not have been fitted with a retention clip on the right-hand air cleaner. This may allow the hose to chafe against the engine accessory drive belt and lead to a possible loss of coolant.

This program does not apply to any vehicle 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 deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

- F-PACE (X761; 3.0L V6 Supercharged)
 - Model Year: 2017
 - VIN: 051144-062053
- XE (X760; 3.0L V6 Supercharged)
 - Model Year: 2017
 - VIN: 946521-953680

See the attached list of unsold vehicles (as of 12 December 2016).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program **(K404)** 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 inspection procedure and, if necessary, any rework action.

Vehicles which pass the inspection procedure may be sold or released for onward distribution. Vehicles which do not pass the inspection procedure must be repaired as per the Technical Bulletin below prior to being sold or released for onward distribution.

Refer to Technical Bulletin K404 **UPS4616-5bNAS**, *Update Prior to Sale: V6 Petrol Coolant Hose Chafe*, for detailed repair instructions.

PARTS

NOTE: order parts only as determined by prior inspection.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Coolant Hose	T2H3422	1	Only if necessary

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 **09 June 2017** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
K404	B	Check that the fir tree clip for the coolant hose is installed and located and secure on the right side air cleaner and there is no damage to the coolant hose	05.10.10	0.10	-	-
K404	C	Check that the fir tree clip for the coolant hose is installed and located and secure on the right side air cleaner and there is no damage to the coolant hose	05.10.10	0.10		-
		Drive in/drive out	10.10.10	0.20	-	-
K404	D	Renew coolant hose and secure the fir tree clip on the right side air cleaner (without FFBH)	26.30.20	1.0	T2H3422	1
K404	E	Renew coolant hose and secure the fir tree clip on the right side air cleaner (without FFBH)	26.30.20	1.0	T2H3422	1
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this UPS 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 cars.

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 UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to 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 UPS 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.

UPS4616-5B: UNSOLD VIN LIST*

*as of 12-DEC-16

CANADA

VIN	CHASSIS #	MODEL LINE	MODEL YEAR	DEALER CODE AND NAME
SADCL2BV8HA051300	051300	F-PACE	2017	4513 Jaguar Langley

USA

SADCL2BV3HA059143	059143	F-PACE	2017	0617 Jaguar Minneapolis
SAJAN4BV2HA948638	948638	XE	2017	4008 Jake Kaplan's Ltd.
SADCK2BV2HA059220	059220	F-PACE	2017	5316 Jaguar Dublin
SADCK2BV8HA056645	056645	F-PACE	2017	5320 Jaguar Palm Beach
SAJAN4BVXHA946877	946877	XE	2017	5335 Jaguar Spokane
SAJAH4BV7HA948982	948982	XE	2017	5387 Jaguar Orlando
SAJAD4BV9HA949580	949580	XE	2017	5390 Jaguar Austin
SAJAH4BV0HA946894	946894	XE	2017	5392 Jaguar El Paso
SAJAE4BV3HA948938	948938	XE	2017	5394 Jaguar Dallas
SAJAD4BV2HA950067	950067	XE	2017	5641 Warren Henry Jaguar
SAJAK4BV7HA948417	948417	XE	2017	5729 Gaudin Jaguar
SAJAH4BV8HA947405	947405	XE	2017	5773 Jaguar Shreveport