

TECHNICAL BULLETIN
K440NAS1
09 NOV 2016



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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.

SECTION: 204-01

Service Action: Front Lower Arm Joint Gaiter Damage

AFFECTED VEHICLE RANGE:

F-PACE (X761)
Model Year: 2017
VIN: 045119-071805
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and in some cases the gaiter on the front suspension front/forward lower control arm has been damaged. Investigations have identified a potential split on the front/forward lower control arm gaiter, which will allow grease to be washed out and water/road debris may enter the component during service usage. This could lead to a possible audible noise and or driveability concern with the component that is noticeable by the driver.

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 Service Instruction 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 identified.

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
Front lower arm	T4A1012	See table below	5
Bolt	T4A10259	See table below	5
Nut	T2H17605	See table below	5
Bolt	T2H17608	See table below	5
Nut	T4N3680	See table below	5

SPECIAL TOOLS:

Refer to Workshop Manual/Service Instruction 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 Recalls 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 from the table. 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 October 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
K440	B	Front lower arm - inspect	05.10.20	0.20	-	-
K440	C	Front lower arm - inspect Drive in/drive out	05.10.20 10.10.10	0.20 0.20	- -	- -
K440	D	Front lower arm - replace single side	60.35.53	1.30	T4A1012 T4A10259 T2H17605 T2H17608 T4N3680	1 1 1 1 1
K440	E	Front lower arm - replace single side Drive in/drive out	60.35.53 10.10.10	1.30 0.20	T4A1012 T4A10259 T2H17605 T2H17608 T4N3680	1 1 1 1 1
K440	F	Front lower arm - replace both sides	60.35.60	1.50	T4A1012 T4A10259 T2H17605 T2H17608 T4N3680	2 2 2 2 2
K440	G	Front lower arm - replace both sides Drive in/drive out	60.35.60 10.10.10	1.50 0.20	T4A1012 T4A10259 T2H17605 T2H17608 T4N3680	2 2 2 2 2

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

1. Raise the vehicle (see TOPIx Workshop Manual section 100-02: Jacking and Lifting).
2. Inspect the front suspension left and right front/forward lower control arm joint gaiters for damage/splitting.

- If there is no damage/splitting on the front suspension left and right front/forward lower control arm joint gaiters, lower and release the vehicle.
 - No further action required.
 - If there is damage/splitting on the front suspension left and/or right front/forward lower control arm joint gaiters, continue to Step 3.
- 3.** Install a new front suspension left and/or right front/forward lower control arm (see TOPIx Workshop Manual section 204-01: Front Suspension - Front Lower Arm).