



**SERVICE ACTION K440: FRONT LOWER ARM
JOINT GAITER DAMAGE**

SERVICE BULLETIN

09-NOV-16

NO.: 6-332NAS

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

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

AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: 2017

VIN: 045119-071805

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 31 October 2016).

ACTION TO BE TAKEN

Check DDW to ensure 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.

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.

Refer to Technical Bulletin K440NAS, *Service Action: Front Lower Arm Joint Gaiter Damage*, for detailed repair instructions.

PARTS

NOTE: Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
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

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 from the table. 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 **31 October 2018** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / 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 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.