



# SERVICE ACTION H045: A-PILLAR WATER INGRESS

# SERVICE BULLETIN

11-SEP-17

NO.: 6-364NAS

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and, in some cases, the A-pillar sealant has not been applied correctly. This could lead to water ingress into the footwell area.

## AFFECTED VEHICLE RANGE

XE (X760)

Model Year: ..... 2018

VIN: ..... P24441-P25363

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 11 September 2017).

## SERVICE PROGRAM / REWORK ACTION

Retailers will apply the appropriate sealant to the A-pillar. There will be no charge to owners for this action under this program.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this Program (**H045**) 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 H045NAS, *Service Action: A-Pillar Water Ingress*, for detailed repair instructions.

## PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
*Sealant - Sikaflex 221 or equivalent	**ZZZ001	**\$15.00	100

\* - if Sikaflex 221 sealant is not available, 3M Urethane Seal Sealer, Arbothone 1240, Terostat 9100, Siroflex Premium Plyflex HM, and Zwaluw Polyurethane 50FC are other sealants of the same specification

\*\* - an allowance (\$15.00 USD [or local equivalent]) has been provided to cover the cost of the sealant. Claim using Sundry Code 'ZZZ001'.

## 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 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. 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 August 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H045	B	Apply Sealant & Remove any standing water	76.96.58	0.80	**ZZZ001	**\$15.00
H045	C	Apply Sealant & Remove any standing water	76.96.58	0.80	**ZZZ001	**\$15.00
		Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*

\*\* - an allowance (\$15.00 USD [or local equivalent]) has been provided to cover the cost of the sealant. Claim using Sundry Code 'ZZZ001'.