



# SERVICE ACTION H031: INCORRECT PADDLE SHIFTERS INSTALLED ON R-SPORT AUTOMATIC VEHICLES

SERVICE BULLETIN

04-AUG-17

NO.: 6-362NAS

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles (R-Sport variants only) within the listed Affected Vehicle Range may have been manufactured away from the required specification. In some cases, incorrect black paddle shifters have been installed instead of the correct chrome paddle shifters.

## AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: ..... 2018

VIN: ..... 898731-899997; 240005-243020

XE (X760)

Model Year: ..... 2018

VIN: ..... P17045-P17406

XF (X260)

Model Year: ..... 2018

VIN: ..... Y53335-Y53594

See Appendix 'A' for a list of affected vehicles / retailer.

## SERVICE PROGRAM/REWORK ACTION

Retailers will replace the paddle shifters with the correct specification. 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 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 H031NAS, *Service Action: Incorrect Paddle Shifters Installed On R-Sport Automatic Vehicles*, 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
'DOWN' paddle shifter	JDE36051	1	100
'UP' paddle shifter	JDE36052	1	100

No parts required.

## 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
<b>H031</b>	<b>B</b>	Gearchange 'UP' Paddle Switch - Renew	44.15.62	0.10	JDE36052	1
		Gearchange 'DOWN' Paddle Switch - Renew	44.15.63	0.10	JDE36051	1
<b>H031</b>	<b>C</b>	Gearchange 'UP' Paddle Switch - Renew	44.15.62	0.10	JDE36052	1
		Gearchange 'DOWN' Paddle Switch - Renew	44.15.63	0.10	JDE36051	1
		Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*

APPENDIX 'A': SERVICE ACTION H031

<b>VIN</b>	<b>RETAILER NAME</b>
SADCL2EV0JA242971	Jaguar Annapolis
SADCL2FN8JA241310	Jaguar Gulf Coast
SAJAL4EV3JCP17369	Jaguar Hartford
SADCL2EV4JA240107	Jaguar Naperville
SAJAL4EV0JCP17362	Jaguar Tysons Corner
SADCL2FN4JA240526	JLRNA Company Cars
SADCL2FN5JA240504	JLRNA Company Cars
SADCL2FN8JA240643	JLRNA Company Cars