

H110NAS2  
**TECHNICAL BULLETIN**  
 11 MAY 2018



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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.

**INFORMATION**

Changes are highlighted in blue

**SECTION:**

501-25C: Body Repairs

**SUBJECT/CONCERN:**

Service Action: A-Pillar Water Ingress

**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
XE (X760)	2017-2018	P10647-P17694	Castle Bromwich

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where due to a change to the robotic sealing process, a small area of sealant at the left and right A-pillar was omitted. As a result of this, water can run through this area into the passenger compartment of the vehicle.

**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 Workshop Procedure 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 PERCENTAGE DEMAND
Sealant - Loctite 595	*ZZZ001	*\$5.20	100

\* - an allowance of \$5.20 USD (or local equivalent) has been provided to cover the cost of the sealant.

**SPECIAL TOOLS:**

Refer to TOPlx Workshop Manual/Workshop Procedure for any required special tools.

**WARRANTY:****NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure 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 at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is 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 back 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. Use the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **30 April 2020** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
H110	A	A-pillar - Upper - Apply sealant	76.96.65	0.1	ZZZ001	*\$5.20
H110	B	A-pillar - Upper - Apply sealant Drive in/drive out	76.96.65 10.10.10	0.1 0.2	ZZZ001 -	*\$5.20 -

Normal Warranty policies and procedures apply.

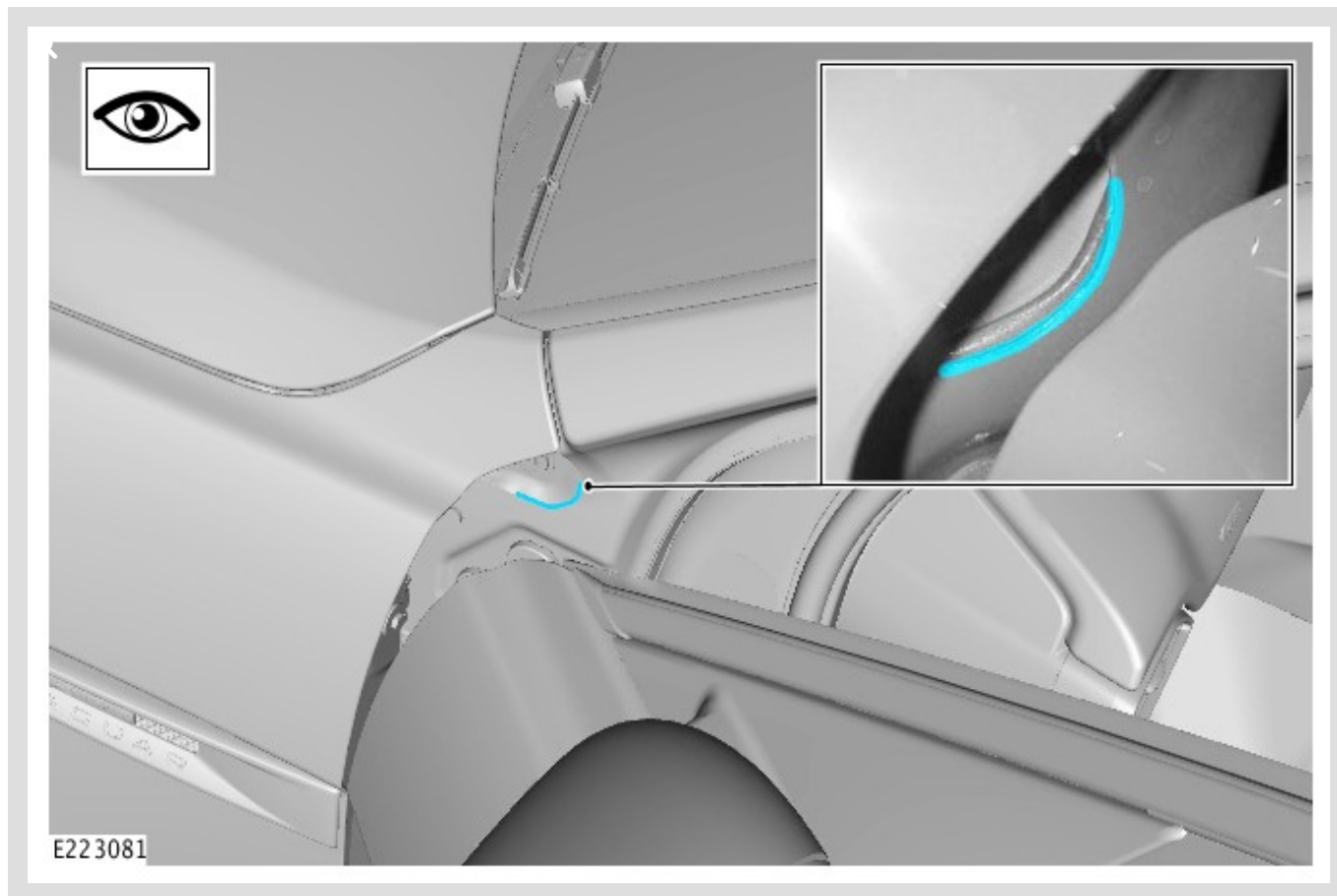
\* - an allowance of \$5.20 USD (or local equivalent) has been provided to cover the cost of the sealant.

**SERVICE INFORMATION:**

1

**NOTE:**

Left A-pillar area shown; right A-pillar area similar.



Area in which water can enter the passenger compartment.

**WORKSHOP PROCEDURE:****NOTES:**

- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.

- This procedure contains illustrations showing certain components removed to provide extra clarity.

1

**NOTE:**

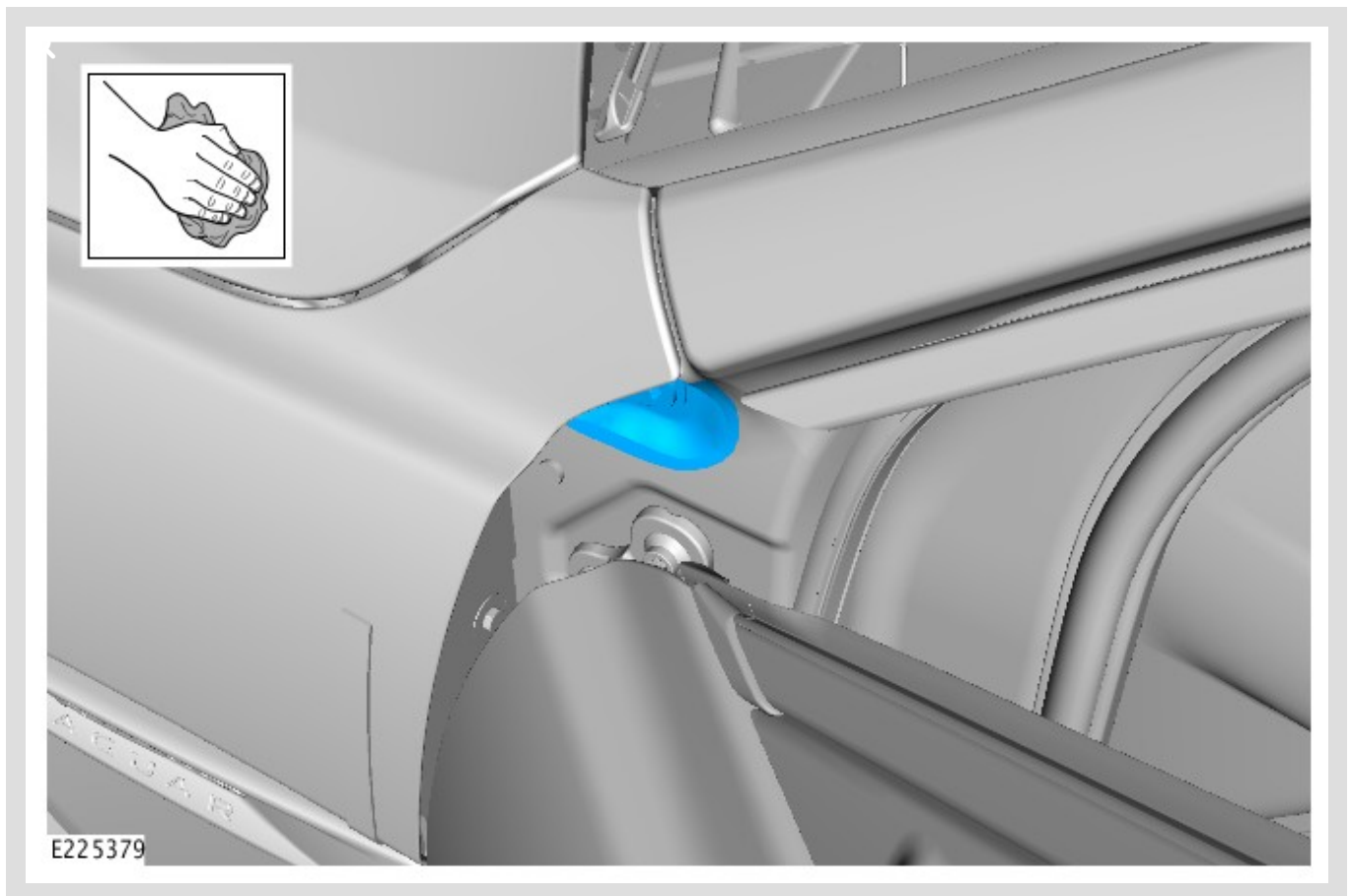
Repeat this step for both sides of the vehicle.

Open the front left door.

2

**NOTE:**

Repeat this step for both sides of the vehicle.

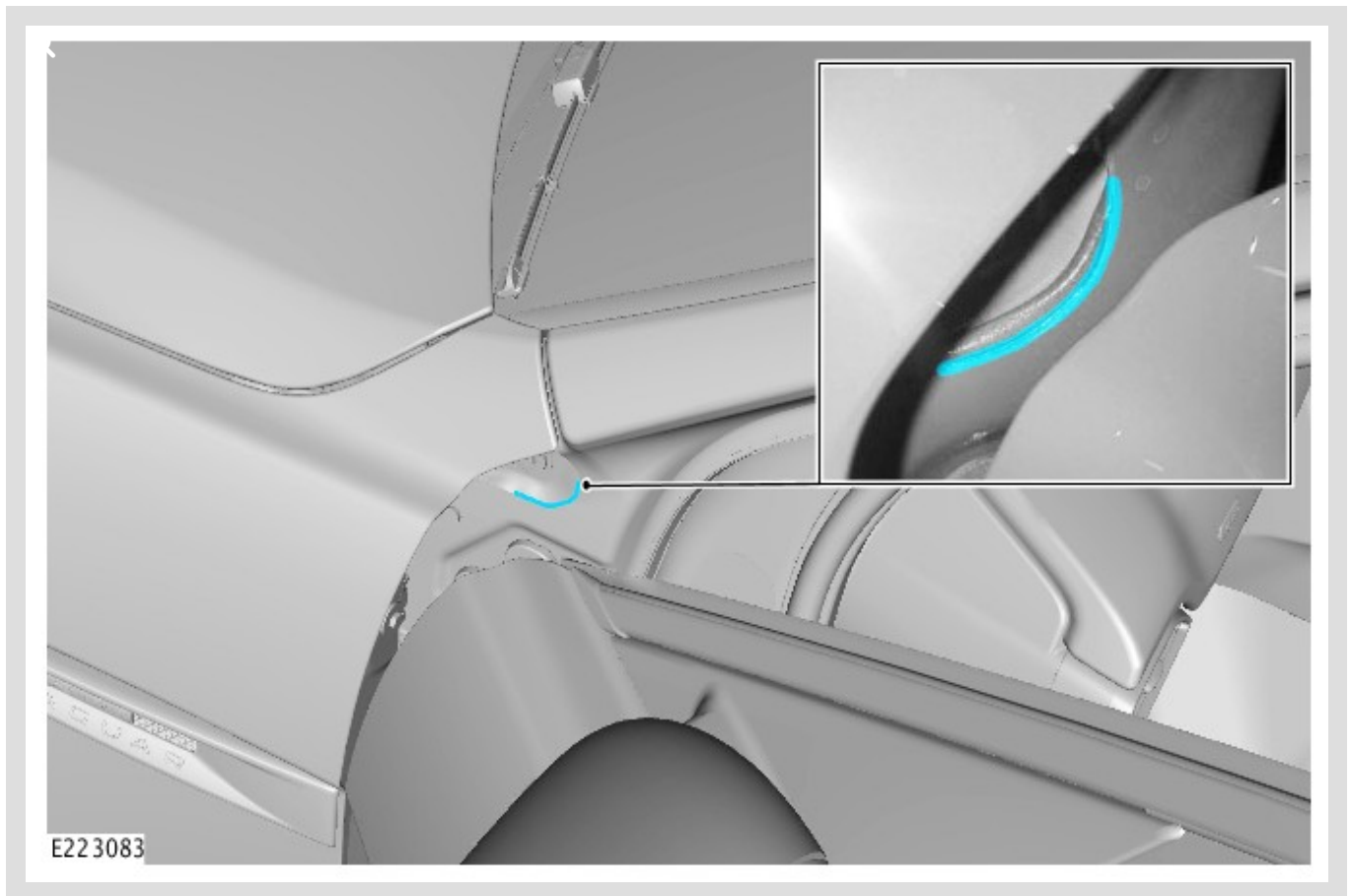


Use a suitable cloth to clean the area shown.

3

**NOTE:**

Repeat this step for both sides of the vehicle.



Apply the sealer to the left A-pillar panel as shown.

4 Check for water ingress into the passenger compartment.

- If there is no water ingress into the passenger compartment, go to Step 6.
- If there is water ingress into the passenger compartment, go to Step 5.

5 **For vehicles with water ingress into the passenger compartment only:** repair any concerns caused by the water ingress (see TOPIx Workshop Manual section 501-25C: Body Repairs - Water Leaks - Description and Operation - Water Leaks).

- To be performed as a separate claim.

6  **NOTE:**

Repeat this step for both sides of the vehicle.

Close the front left door.

7 Release the vehicle.