



# SERVICE ACTION H110: A-PILLAR WATER INGRESS

# SERVICE BULLETIN

16-MAY-18

NO.: 6-384NAS  
(ISSUE 3)

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

**CHANGES ARE HIGHLIGHTED IN BLUE**

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar 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 has been omitted. As a result, water can run through this area into the passenger compartment of the vehicle.

## AFFECTED VEHICLE RANGE

XE (X760)

Model Year: ..... 2017-2018

VIN: ..... P10647-P17694

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 16 May 2018).

## SERVICE PROGRAM / REWORK ACTION

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

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system 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 H110NAS, *Service Action: A-Pillar Water Ingress*, for detailed repair instructions.

## PARTS

**NOTE: only order 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.

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system 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 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 for 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	76.96.65	0.1	ZZZ001	*\$5.20
		Drive in/drive out	10.10.10	0.2	-	-

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

*Normal Warranty policies and procedures apply.*