



UPDATE PRIOR TO SALE H111 UPS3918-1B: ENGINE COOLANT HOSE INCORRECTLY ROUTED

SERVICE BULLETIN

25-APR-18

NO.: 6-382NAS

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the engine coolant hose may be routed incorrectly, allowing the hose to rub against the Air Conditioning (A/C) compressor belt and cause markings on or damage to the hose and/or possible coolant loss.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

XE (X760; V6 3.0L SC Petrol)

Model Year: 2018

VIN: P16868-P40360

XF (X260; V6 3.0L SC Petrol)

Model Year: 2018

VIN: Y53235-Y70993

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 25 April 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will inspect the engine coolant hose routing. If the engine coolant hose is not damaged, the vehicle may be released for sale or onward distribution. If the engine coolant hose is damaged, the vehicle must continue to be held pending further repair details.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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.

Refer to Technical Bulletin H111 UPS3918-1bNAS, *Update Prior to Sale: Engine Coolant Hose Incorrectly Routed*, for detailed inspection instructions.

PARTS

No parts required.

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.

Make sure that all outstanding Recall and Service Actions are identified, 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.

NOTE: do not submit a claim for any vehicle which fails the inspection process at this time.

Warranty claims 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
H111	A	Check the engine coolant hose installation, no further action	05.10.50	0.5	-	-
H111	K	Check the engine coolant hose installation, no further action	05.10.05	0.5	-	-
		Drive in/drive out	10.10.10	0.2	-	-
H111	B	Check and re-route the coolant hose	26.91.19	1.1	-	-
H111	C	Check and re-route the coolant hose	26.91.19	1.1	-	-
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.