

SERVICE ACTION H268 - STARTUP BATTERY CABLE - INSTALL RETAINING CLIP



NAS20.01.007

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JANUARY 14, 2020

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle have been manufactured without an additional vehicle startup battery cable retaining clip. Without the retaining clip, there is potential for a touch condition between the vehicle startup battery positive cable and a loadspace floor stud.

AFFECTED VEHICLE RANGE

XE (X760; V8 5.0L S/C petrol)

Model Year: 2019

VIN: 487656-487797

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer who will install a new retaining clip during the Pre-Delivery Inspection (PDI) and before vehicle handover to the customer.

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 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H270NAS, *Service Action: Startup Battery Cable - Install Retaining Clip*, for detailed repair instructions.

PARTS

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY
Retaining clip	T4N34168	1

TOOLS

Refer to the Technical Bulletin referenced above 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 Service Actions are identified to make sure 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. Use 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 December 31, 2021, closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H268	A	Install new retaining clip	05.10.20	0.2	T4N34168	1
H268	B	Install new retaining clip	05.10.20	0.2	T4N34168	1
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.