

SERVICE ACTION H207 - HOOD LATCH AND HOOD RELEASE CABLE RENEW



NAS19.08.004

WORKSHOP

USA

ISSUE 2

AFTERSALES BULLETIN

APRIL 1, 2020

NOTE: this bulletin updates/supersedes all previous versions. Changes are highlighted in blue

DESCRIPTION OF ISSUE

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the customer may not be able to close the hood and/or unable to lock the vehicle due to the hood state reporting as 'open' with the 'Hood Open' warning displayed on the Instrument Cluster (IC).

AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: 2019-2020

VIN: F60001-F79532

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 renew the right hood latch and hood release cable. 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 H207NAS, *Service Action - Hood Latch And Hood Release Cable Renew*, for detailed repair instructions.

PARTS

NOTE: order only the expected percentage demand of parts as identified.

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

PART NUMBER	DESCRIPTION	QUANTITY	EXPECTED PERCENTAGE DEMAND
T4K11208	Hood latch	1	100
T4K12760	Hood release cable	1	74

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 July 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
H207	C	VIN F60001-F74390	76.16.43	0.4	T4K11208 T4K12760	1
		Hood latch and hood release cable - Renew				1
H207	D	VIN F60001-F74390	76.16.43	0.4	T4K11208 T4K12760	1
		Hood latch and hood release cable - Renew				1
		Drive in/drive out	10.10.10	0.2	-	-
H207	E	VIN F74391-F79532	99.02.019	0.3	T4K11208	1
H207	F	VIN F74391-F79532	99.02.019	0.3	T4K11208	1
		Hood latch - Renew				10.10.10
		Drive in/drive out				

Normal Warranty policies and procedures apply.