

# SERVICE ACTION H355 – MISSING ACTIVITY KEYS



NAS21.05.014

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

MAY 20, 2021

**This bulletin is an advisory only; there is no repair currently available. Vehicles do not need to be held and a further update will be provided once parts are available to support a campaign action.**

## DESCRIPTION OF ISSUE

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where, due to the global chip shortage, the Activity Key for the vehicle cannot be supplied.

## AFFECTED VEHICLE RANGE

F-PACE

Model Year: ..... 2021-onwards

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

## SERVICE PROGRAM / REWORK ACTION

**Retailer Customer Service Team** - please make sure your Sales Department is made aware of all vehicles included in this campaign that are missing an Activity Key as they are required to disclose the shortage to the new vehicle owner at the time of delivery. Do not order replacement keys or attempt to submit a claim to close this Service Action.

**Retailer Sales Team** - Product Bulletin 212205.029 details the requirement to inform the customer that the Activity Key is not currently available due to a global parts shortage. The bulletin includes a requirement for the customer to sign an acknowledgment form at the time of delivery.