



SERVICE BULLETIN

Owner-Notified Service Action K128: Right-Hand Rear Fog Lamp

25-SEP-12 | No.: 3-291USA | Section: WARRANTY | Market: USA

DESCRIPTION

A limited number of 2012 model year Jaguar XK vehicles may have been manufactured away from process and in some cases the right-hand (RH) rear fog lamp may be incorrectly welded.

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is: B47530 – B47654. A list of specific affected VINs is attached.

Mailing to vehicle owners is expected to commence the week of 8 October 2012.

WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used 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 K128, *Service Action: Right-Hand Rear Fog Lamp*, for detailed repair instructions.

PARTS

PART NO.	DESCRIPTION	QTY	% OF VEHICLES REQUIRING PART*
C2P21456	Foam seal	1	100
C2P21458	Rear fog lamp (right-hand)	1	100

* when ordering parts, order the expected percentage failure rate of parts identified only

TOOLS

Refer to Workshop Manual for any required tools

WARRANTY

NOTE: Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code 'K128' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This Service Action is valid for a limited time only. Warranty claims with a repair date prior to the **30 September 2014** 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 No.	QTY.
K128	B	Fit foam seal; replace right-hand rear fog lamp - Coupe	86.94.41	0.50	C2P21456	1
					C2P21458	1
K128	C	Fit foam seal; replace right-hand rear fog lamp - Coupe Drive in / drive out	86.94.41	0.50	C2P21456	1
			10.10.10	0.10	C2P21458	1
K128	B	Fit foam seal; replace right-hand rear fog lamp - Convertible	86.94.41	0.30	-	-
					C2P21456	1
K128	C	Fit foam seal; replace right-hand rear fog lamp - Convertible Drive in / drive out	86.94.41	0.30	C2P21458	1
			10.10.10	0.10	-	1

Normal Warranty policies and procedures apply

Service Action K128: Affected VIN List - USA

RETAILER CODE / NAME	VIN
0518 San Jose British Motors	B47599*
5398 Jaguar Greensboro	B47557*
5581 Jaguar Palm Beach	B47636
5609 Jaguar Boise	B47533
5612 Jaguar Huntsville	B47537
5684 Bergen Jaguar	B47632
5691 Jaguar of Sarasota	B47652
5708 THE COLLECTION	B47541
5727 Crest Jaguar of Woodbridge	B47613
	B47641
5729 Gaudin Jaguar	B47530
5744 Jaguar Huntington	B47545
5755 Jaguar Anaheim Hills	B47605

*vehicles currently shown in retailer stock

Service Action K128: Sample Owner Letter

Service Action K128: Right-Hand Rear Fog Lamp

Affected Vehicles: 2012MY Jaguar XK

Dear Jaguar XK Owner,

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2012 model year Jaguar XK vehicles.

What is the issue?

The affected vehicles have potentially been manufactured with incorrectly welded rear right-hand rear fog lamp.

What will Jaguar and your Jaguar retailer do?

Your authorized Jaguar retailer will replace the right-hand rear fog lamp assembly of your vehicle. The update will be carried out free of charge.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Service Action K128 completed on your vehicle.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your Jaguar retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please forward this notification to the lessee within TEN days.

Moved or no longer own a Jaguar?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

Should you have any questions regarding this program or need assistance in locating your nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at:

- o 800-4JAGUAR (800-452-4827)

You can also contact Jaguar by e-mail: Visit the web site <http://www.jaguarusa.com> and send an email from the 'Contact Us' section.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar in cooperation with your authorized retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely

Customer Experience Manager