



SERVICE ACTION K196: SEATBACK BUSINESS TRAY - UPDATE

SERVICE BULLETIN

05-NOV-14 | NO.: 6-246NAS (issue 2) | SECTION: GENERAL INFORMATION | MARKET: CAN / USA

CHANGES ARE HIGHLIGHTED IN GRAY

DESCRIPTION

A potential issue has been identified on a number of 2012-2013 model year XJ (X351) vehicles where the seatback business tray will not lock.

AFFECTED VEHICLES

The VIN range of affected vehicles is V28345-V58569.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** only 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 K196NAS: *Seatback Business Tray*, for detailed repair instructions.

PARTS

*** Only 5% of affected vehicles are expected to need one or two replacement latches. Retailers are not instructed to simply order 5%, but should wait to order only after a car that needs the latches replaced is found.**

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART*
Spacer	C2D38514	2	100
Tray latch - Cashew	C2D13489APH	2	5
Tray latch - London Tan	C2D13489APJ	2	5
Tray latch - Navy	C2D13489JMN	2	5
Tray latch - Ivory	C2D13489NUG	2	5
Tray latch - London Tan - Supersport	C2D16173APJ	2	5
Tray latch - Bordeaux - Supersport	C2D16173CJB	2	5
Tray latch - Ebony - Supersport	C2D16173PVJ	2	5
Tray latch - Parchment - Supersport	C2D16173VAE	2	5

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

NOTE: Check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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 TOPIx to obtain the latest repair time. 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 'K196' 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 program is valid for a limited time only. Warranty claims with a repair date prior to the **31 May 2016** 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. / SUNDRY CODE	QTY. / VALUE
K196	A	Fit spacers; renew tray latches - London Tan	76.14.16	0.2	C2D38514	2
					C2D13489APJ	2
K196	B	Check for cracks; renew spacers only	05.10.20	0.2	C2D38514	2
K196	C	Check for cracks; renew spacers only Drive in/drive out	05.10.20	0.2	C2D38514	2
			10.10.10	0.1	-	-
K196	D	Fit spacers; renew tray latches - Bordeaux - Supersport	76.14.16	0.2	C2D38514	2
					C2D16173CJB	2
K196	E	Fit spacers; renew tray latches - Bordeaux - Supersport Drive in/drive out	76.14.16	0.2	C2D38514	2
			10.10.10	0.1	C2D16173CJB	2
K196	F	Fit spacers; renew tray latches - Cashew	76.14.16	0.2	C2D38514	2
					C2D13489APH	2
K196	G	Fit spacers; renew tray latches - Cashew Drive in/drive out	76.14.16	0.2	C2D38514	2
			10.10.10	0.1	C2D13489APH	2
K196	K	Fit spacers; renew tray latches - Ebony - Supersport	76.14.16	0.2	C2D38514	2
					C2D16173PVJ	2
K196	L	Fit spacers; renew tray latches - Ebony - Supersport Drive in/drive out	76.14.16	0.2	C2D38514	2
			10.10.10	0.1	C2D16173PVJ	2
K196	M	Fit spacers; renew tray latches - London Tan - Supersport	76.14.16	0.2	C2D38514	2
					C2D16173APJ	2

K196	N	Fit spacers; renew tray latches - London Tan - Supersport	76.14.16	0.2	C2D38514 C2D16173APJ	2 2
		Drive in/drive out	10.10.10	0.1	-	-
K196	P	Fit spacers; renew tray latches - Navy	76.14.16	0.2	C2D38514 C2D13489JMN	2 2
K196	R	Fit spacers; renew tray latches - Navy	76.14.16	0.2	C2D38514 C2D13489JMN	2 2
		Drive in/drive out	10.10.10	0.1	-	-
K196	S	Fit spacers; renew tray latches - Ivory	76.14.16	0.2	C2D38514 C2D13489NUG	2 2
K196	T	Fit spacers; renew tray latches - Ivory	76.14.16	0.2	C2D38514 C2D13489NUG	2 2
		Drive in/drive out	10.10.10	0.1	-	-
K196	U	Fit spacers; renew tray latches - London Tan	76.14.16	0.2	C2D38514 C2D13489APJ	2 2
		Drive in/drive out	10.10.10	0.1	-	-
K196	V	Fit spacers; renew tray latches - Parchment - Supersport	76.14.16	0.2	C2D38514 C2D16173VAE	2 2
K196	W	Fit spacers; renew tray latches - Parchment - Supersport	76.14.16	0.2	C2D38514 C2D16173VAE	2 2
		Drive in/drive out	10.10.10	0.1	-	-
K196	Y	Fit spacers; renew tray latches - Ebony	76.14.16	0.2	C2D38514 C2D13489PVJ	2 2
K196	Z	Fit spacers; renew tray latches - Ebony	76.14.16	0.2	C2D38514 C2D13489PVJ	2 2
		Drive in/drive out	10.10.10	0.1	-	-

Normal Warranty policies and procedures apply