

H349NAS1

TECHNICAL BULLETIN

04 MAY 2021



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

SAFETY RECALL: Rear Side Member Assembly Missing Spot Welds

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
XE (X760)	2017	977182
XE (X760)	2018	P30006
XE (X760)	2020	P62811

MARKETS:

USA

CONDITION SUMMARY:**SITUATION:**

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where one or both of the rear rail assemblies (rear longitudinal armatures) installed as part of an aftermarket repair may not have the specified structural strength due to a number of spot welds being missed during service part manufacture.

Vehicles in this condition are at risk of the rear bumper armature detaching during vehicle recovery or, in a situation where the vehicle is towing a trailer, the tow-bar assembly could detach and control of the trailer will be lost. This could increase the risk of a vehicle crash and personal injury to people in the surrounding area.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

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

PARTS INFORMATION:

NOTE:

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

VIN	DESCRIPTION	PART NUMBER	QUANTITY
SAJAL4FXXJCP30006	Rear Bumper mounting - Right	T2H35815	1
SAJAR4BG1HA977182	Rear Bumper mounting - Right	T2H35815	1
	Rear Bumper mounting - Left	T2H35816	1
SAJAJ4FX7LCP62811	Rear Bumper mounting - Left	T2H35816	1

WARRANTY INFORMATION:**NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open Recall and Service Actions are identified to make sure 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 the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is 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 back 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 TOPlx to obtain the latest repair time.

Warranty claims must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	VIN	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H349	A	SAJAL4FXXJCP30006	Rear bumper mounting - Renew - Right	99.02.01.12	2.9	T2H35815	1
H349	B	SAJAL4FXXJCP30006	Rear bumper mounting - Renew - Right Drive in/drive out	99.02.01.12 10.10.10	2.9 0.2	T2H35815 -	1 -
H349	C	SAJAR4BG1HA977182	Rear bumper mounting - Renew - Pair	99.02.01.13	3.9	T2H35815 T2H35816	1 1
H349	D	SAJAR4BG1HA977182	Rear bumper mounting - Renew - Pair Drive in/drive out	99.02.01.13 10.10.10	3.9 0.2	T2H35815 T2H35816 -	1 1 -
H349	E	SAJAJ4FX7LCP62811	Rear bumper mounting - Renew - Left	99.02.01.14	2.2	T2H35816	1

PROGRAM CODE	OPTION CODE	VIN	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H349	F	SAJAJ4FX7LCP62811	Rear bumper mounting - Renew - Left Drive in/drive out	99.02.01.14 10.10.10	2.2 0.2	T2H35816 -	1 -

Normal Warranty policies and procedures apply.

CUSTOMER REIMBURSEMENT PROCESS:

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims for related damages may only be made when this bulletin has been paid/accepted.

Submit claims quoting Program Code 'H349' and by clicking the Related Damage radio button on the claim submission screen. Use Option Code 'X' and enter the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs are to be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall Action H349 are included in this process. Only one claim per vehicle for related damages will be accepted.

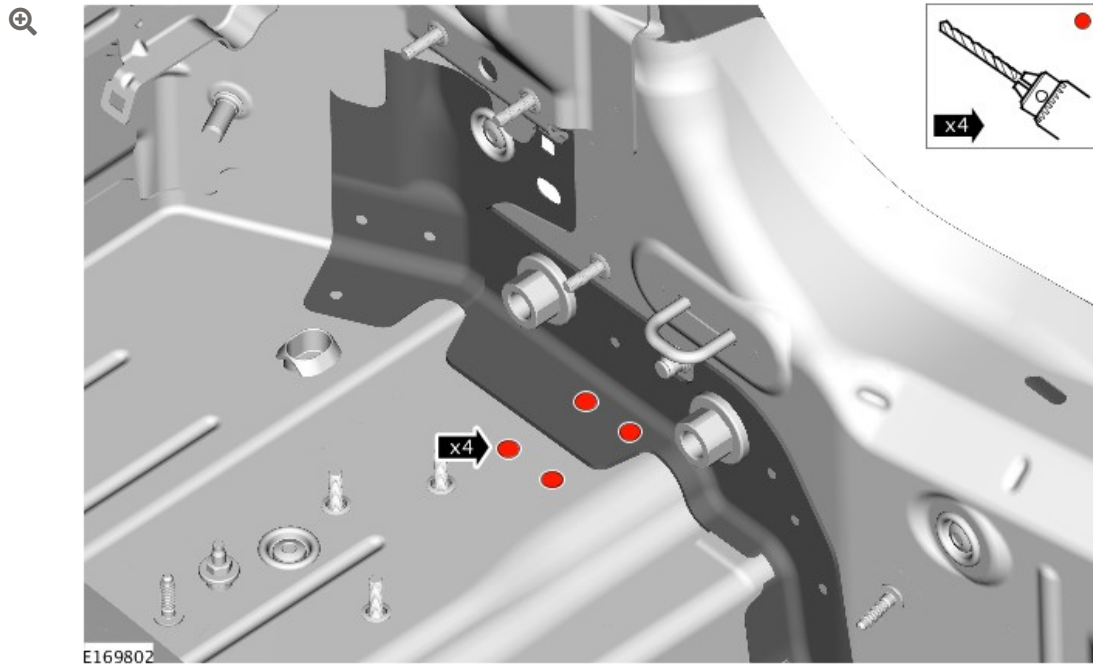
SERVICE INSTRUCTION:

NOTES:

- **SAJAL4FXXJCP30006: complete this Service Instruction for the rear bumper RIGHT mounting.**
- **SAJAJ4FX7LCP62811: complete this Service Instruction for the rear bumper LEFT mounting.**
- **SAJAR4BG1HA977182: complete this Service Instruction for the rear bumper RIGHT AND LEFT mountings.**
- This Service Instruction must be completed by a Jaguar Land Rover-approved bodyshop.
- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components are shown removed for clarity.

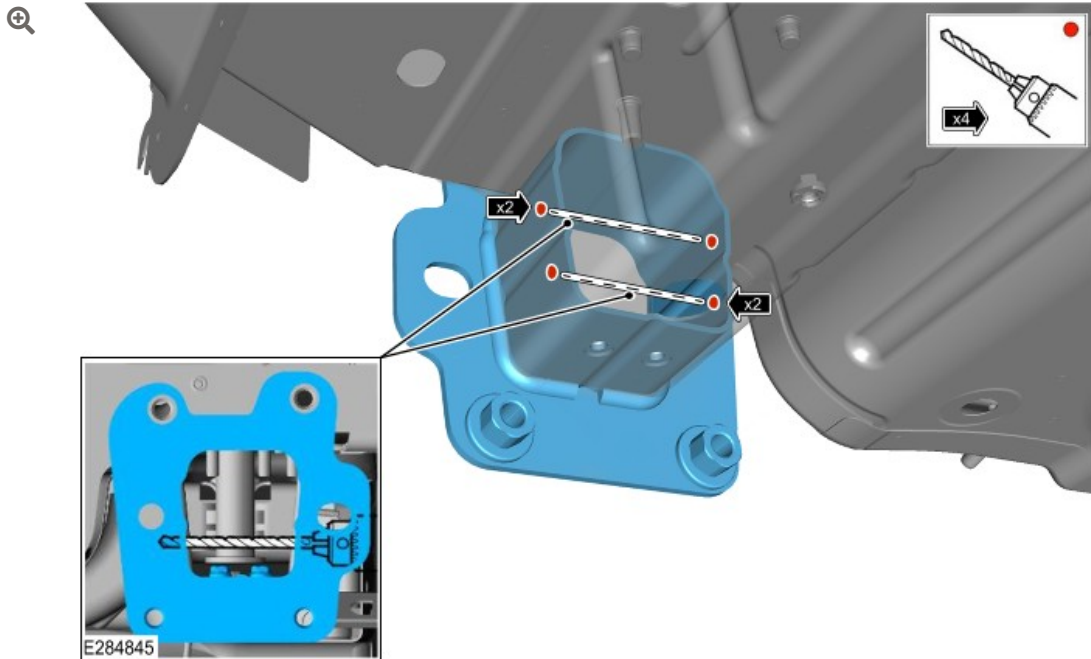
1. Access the rear bumper mounting (see TOPIx Workshop Manual section 501-30: Rear End Sheet Metal Repairs - Removal and Installation - Rear Bumper Mounting - Complete Removal Steps 1-11).

2.



Remove the 4 spot welds shown highlighted in the illustration.

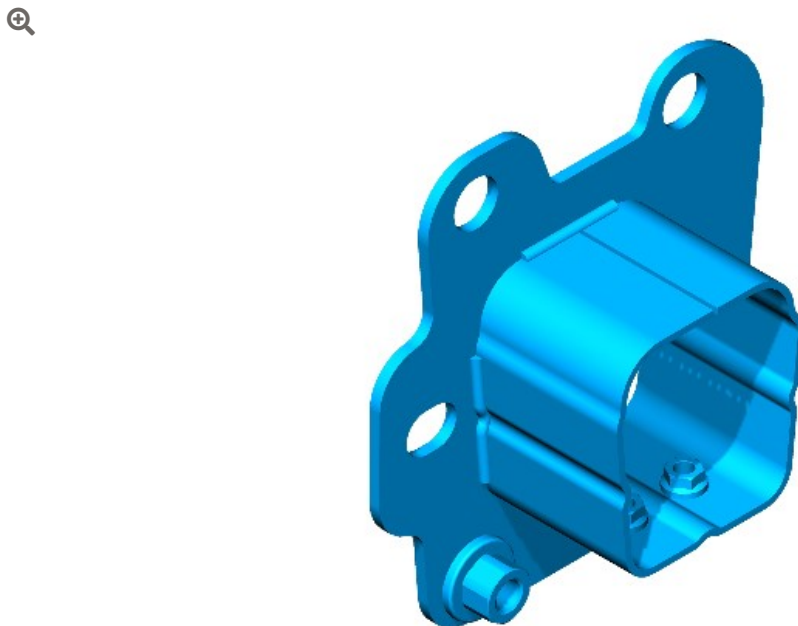
3.



Remove the 4 spot welds shown highlighted in the illustration.

- Use a suitable size drill bit to drill through the rear side member from the outside to access the spot welds on the inside wall of the rear side member.

4.



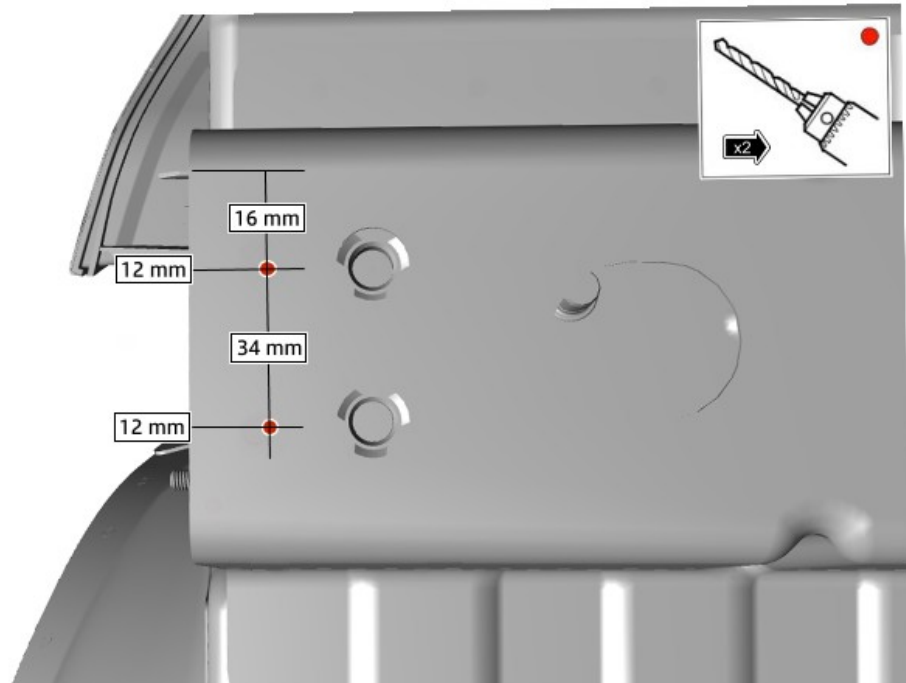
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Carefully separate the joints and remove and discard the rear bumper mounting.

5.

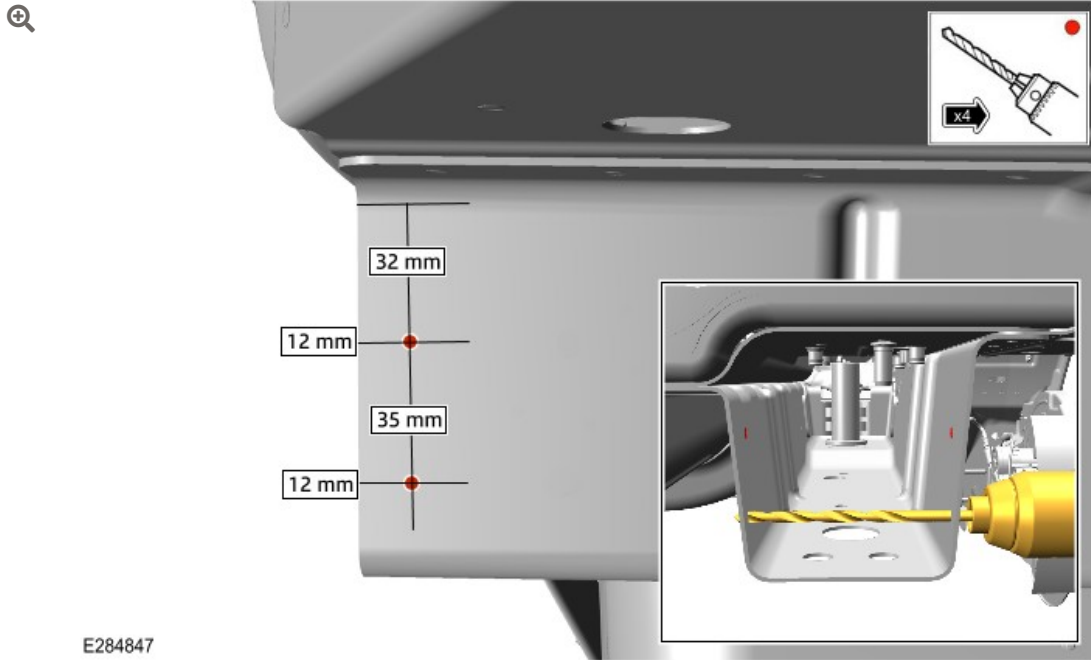


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Drill 2, 10 mm holes through the bottom of the rear side rail in the positions shown in the illustration.

6.



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Drill 4, 10 mm holes through both sides of the rear side member in the positions shown in the illustration.

- Use a suitable size drill bit to drill through the rear side member from the outside to access the spot welds on the inside wall of the rear side member.

7. Install the new rear bumper mounting (see TOPIx Workshop Manual section 501-30: Rear End Sheet Metal Repairs - Removal and Installation - Rear Bumper Mounting - Complete Installation Steps).