



SERVICE ACTION

Service Action
Number: H037v3

Subject: Steering Gear Tie-Rod End Ball Joints	Publication No.: H037v3
	Model: F-PACE (X761)
	Model Year: 2017 - 2018
	VIN Range: 045119 - 899840
	Date of Issue: 23/04/2018
	Expiry Date: 30/04/2020

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers (excluding Bulgaria, Hungary, Moldova, Poland, Romania, Russia, Ukraine and North America)
For the Attention of:	The Managing Director, Sales Director and Customer Service Director
Related information:	The bulletin is being re-issued to provide the part number for the wax and to amend the option codes. This bulletin is valid for two years only. Repairs must be complete and warranty claims accepted for payment prior to the expiry date at the top of this bulletin

Dear Colleagues

An issue has been identified whereby the steering gear tie-rod end ball joints have not been suitably sealed from exterior weather conditions. Water or other contaminants may be able to enter the steering gear tie-rod end ball joints which could lead to the ball joint developing a knocking noise after long exposure. This issue affects 2017 - 2018 Model Year (MY) F-PACE vehicles identified in the above mentioned Vehicle Identification Number (VIN) range.

Action to be taken

Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

At the next service opportunity you are requested to seal the tie-rod end ball joints.

Check the Jaguar Land Rover (JLR) Claims Submission System to make sure that the vehicle is affected by this bulletin prior to undertaking any rework action. The JLR Claims Submission System will be updated to reflect only those vehicles affected. Should you require a listing of the affected vehicles, contact the JLR Field Actions team by email at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the NSC/Regional Office only.

At the time of confirming a booking for a vehicle repair, make sure that all outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Yours faithfully