SERVICE ACTION

Service Action Number: S518 V2

Subject		
V6 Coolant Pump Outlet Hose Rupture	Publication No.	303-S518 V2
	Model	S-TYPE V6 Gasoline
	Model Year	2004-2005
	VIN Range	N08089 - N22276
	Model	XJ Range V6
	Model Year	2004-2005
	VIN Range	G27848 – G31485
	Date of Issue:	16 August 2006
	Expiration Date:	30 July 2008

To:	**All Jaguar NSCs and Importers**
For the Attention of:	**The Managing Director**
Copies to:	**The Service / Aftersales Director / Manager** **The Parts Director / Manager**
Related Information:	**This Service Action is being re-issued to advise a change in the repair time for S-TYPE vehicles and to request that further contact is made with the owners of the affected vehicles not yet repaired.**

RE: V6 Coolant Pump Outlet Hose Burst

Dear Colleagues

A concern has been identified on a number of S-TYPE and XJ Range V6 gasoline engines within the above VIN ranges. The coolant pump outlet hose installed in vehicles, within the above VIN range, may not be to the correct specification. This could result in the coolant pump outlet hose rupturing causing the engine to lose coolant.

Action to be taken

You are requested to renew the coolant pump outlet hose on the affected vehicles. The workshop procedure is attached as Appendix 1.

Unsold vehicles must be repaired prior to hand over of the vehicle for retail sale. For those vehicles in the hands of the customer, you are requested to write to owners of affected vehicles and request that their vehicles be made available, at their earliest convenience, for the coolant pump outlet hose to be renewed. A sample customer letter is attached as Appendix 2.

At the time of confirming a booking for a service interval or vehicle repair, you are requested to check DDW to establish whether this Service Action affects the vehicle. DDW will be updated to show only those vehicle affected.

If you require a list of affected vehicles, please send an e-mail to jlrcamp@jaguar.com

Note: At the time of confirming a booking for vehicle repair or service, please ensure that all outstanding Field 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

Parts Information

The part number in Table 1 should be ordered through Jaguar Parts Operations following the normal procedure.

Table 1

Description	Part Number	Quantity
Coolant pump hose	XR8 31675	1

Warranty Information

SROs
Table 2

Description	Model	SRO	Time
Renew coolant pump outlet hose	S-TYPE 2.5 Litre	26.91.14	1.5
	S-TYPE 3.0 Litre	26.91.14	1.1
	XJ Range	26.91.14	1.1
Drive in/Drive out	All	10.10.10	0.1

Warranty claims should be submitted quoting program code S518 together with the relevant option code from Table 3 of this Service Action. This will result in the payment of the appropriate labor time allowance and payment for the parts consumed.

The options that allow 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.

Table 3

Program Code	Option	Description	SRO	Time	Part Number	Description	Qty
S518	B	Renew coolant pump outlet hose.	26.91.14	See table 2	XR8 31675	Hose	1
S518	C	Renew coolant pump outlet hose.	26.91.14	See table 2	XR8 31675	Hose	1
		Drive in/drive out	10.10.10	0.1			

The SRO and parts information is included for information only. There is no requirement to add the SRO or parts onto the claim.

Warranty claims should be submitted in accordance with the current Jaguar Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Service Action.

Yours faithfully

K Phelps

Director - Service Operations

Attached: **Appendix 1 – Workshop Procedure**
Appendix 2 – Sample customer letter

Appendix 1 - Workshop Procedure

	The location of the coolant pump outlet hose is shown in the illustration.	
1	Open door, hood, and luggage compartment and install exterior vehicle protection.	
2	Disconnect the battery. Refer to Global Technical Reference (GTR), Workshop Procedure, section 414-01.	
3	Raise the vehicle.	
4	Drain the coolant and set aside for reuse.	
5	Remove engine cover.	
6	Remove the air cleaner outlet tube.	
7	Compress the top hose to engine link hose spring band clip and displace the top hose from the link hose.	
8	Compress the top hose to engine link hose spring band clip and remove the link hose from the engine.	
9	Slacken and reposition the coolant pump outlet to engine hose securing clip at the coolant pump.	
10	Displace the coolant pump outlet hose from the coolant pump.	
11	Slacken and reposition the coolant pump outlet to engine hose securing clip at engine.	
12	Compress the coolant pump outlet to engine hose spring band clip and remove the hose from the engine.	
13	Displace and set aside the two securing clips from the coolant pump outlet to engine hose.	
14	Place the new coolant pump outlet to engine hose to front and install two securing clips to the coolant pump outlet to engine hose.	
15	Install and fully seat the coolant pump outlet to engine hose to the engine.	
16	Install and fully seat the coolant pump outlet to engine hose to the coolant pump.	
17	Release the coolant pump outlet to engine hose spring band clip at engine.	
18	Position and fully tighten coolant pump outlet to engine hose securing clip at engine.	
19	Position and fully tighten coolant pump outlet to engine hose securing clip at coolant pump.	
20	Install and fully seat the top hose to engine link hose to the engine and release spring band clip.	
21	Reposition and fully seat the top hose into the link hose and release spring band clip.	
22	Install the air cleaner outlet tube.	
23	Fill the cooling system.	
24	Install the engine cover.	
25	Reconnect the battery, refer to Global Technical Reference (GTR), Workshop Procedure, section 414-01.	
26	Reposition the luggage compartment floor carpet.	
27	Remove the exterior vehicle protection and close luggage compartment, hood, and door.	

Appendix 2 – Sample Customer letter

Mr. John Sample
123 Main Street
Anywhere,
Any Town
Post Code

Ref: Jaguar S-TYPE Registration AB03 ABC, VIN N12345

Jaguar is providing a no-charge Customer Satisfaction Program (Program Number S518) to owners of 2004 and 2005MY S-TYPE and XJ Range vehicles fitted with the V6 gasoline engine.

Reason for this program
Jaguar has contacted us to make us aware of a potential concern with the coolant pump outlet hose fitted to your vehicle. The coolant pump outlet hose fitted may not be to the correct specification resulting in the possibility of the hose rupturing. If the hose bursts, engine coolant will be lost, and a warning light will illuminate.

What your dealer will do
Your dealer will renew the coolant pump outlet hose on your vehicle with a hose that is to the correct specification. The coolant pump outlet hose will be renewed on your vehicle at no charge to you, under the terms of this program.

How long will it take?
The time to renew the coolant pump outlet hose will take approximately one and a half hours, however, due to service scheduling requirements, your vehicle may be required for a longer period of time.

What we are asking you to do
Call us or your preferred dealer without delay, quoting your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number. Ask for a service date and whether parts are in stock for Customer Satisfaction Program S518. If you do not have a servicing dealer, please access www.jaguar.com for dealer addresses, maps, and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you have concerns ...
If you experience any problems getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Jaguar Cars Customer Relationship Center and one of our representatives will be happy to assist you.

Call: (*enter appropriate telephone number*) , Office Hours: Monday-Friday: 8.30AM – 5.30PM.

Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal