



MODEL  
S-TYPE  
X-TYPE, XJ

DATE  
27 MAY 2008

NUMBER  
S527  
(Issue 5)

**SERVICE**

**TECHNICAL BULLETIN**

**THIS SERVICE ACTION WILL EXPIRE ON 31 DEC 2008  
ISSUE '5' CHANGES ARE LIMITED TO THE INCLUSION OF THE REVISED SAMPLE  
CUSTOMER LETTER**

**SECTION: 501**

**SERVICE ACTION: Key Fob Modification**

**AFFECTED VEHICLE RANGE:**

S-TYPE (X200)	VIN:	N11669 - N65427
	Model Year:	2004 - 2006
X-TYPE (X400)	VIN:	D82662 to E90848
	Model Year:	2003 - 2006
XJ (X350)	VIN:	G27812 to H06969
	Model Year:	2004 - 2006

**CONDITION SUMMARY:**

**KEY FOB REMOTE CORRECTIVE MODIFICATION**

**Situation:** The remote control key fob fails to operate leading to customers using the mechanical key blade to lock/unlock the vehicle, and to turn off the alarm. The root cause has been identified as static build-up upon the microprocessor housing.

**Action:** Customers will be notified by letter of the voluntary Service Action. Refer to the appended sample owner letter variants – the standard notification and the notification for dealers participating in the "Parts and Service Marketing Campaign Program 2006-0001." Dealers are to inspect the key fob part number and if indicated insert an anti-static foam pad into the affected key fobs following the workshop procedure in this bulletin.

**Should the customer present a key fob that has FAILED, the fob is to be replaced – but ONLY if the fob has already failed.**

**Operational key fobs eligible for repair after the part number inspection must have the anti-static foam pad installed as the ONLY REMEDY under this Service Action.**

**△ NOTE: This service action covers the two fobs originally supplied with the vehicle. Should the customer present any additional key fobs, complete the same inspection and update if indicated. Claims should be handled through normal parts warranty.**

**When confirming a booking for this Service Action:**

- Make the customer aware that ALL remote key fobs are required to satisfactorily complete the campaign. This includes any additional fobs purchased by the owner – up to 3 additional fobs.
- 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:**

C2S 44938 .....	Anti-static foam pad	Qty: 2
C2C 35283 .....	Alarm Remote (315MHz)	Qty: 2 (as required, max of 2)

**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 Dealer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether the bulletin applies to a specific vehicle.**

 **NOTE:** Replacement remote C2C 35283 does NOT REQUIRE the installation of a foam pad.

**WARRANTY:**

Warranty claims should be submitted quoting program code **S527** together with the relevant option code. This will result in payment of the stated time and payment for the parts included. As option codes are used, there is no requirement to enter part numbers or SROs. These are repeated here for information only

The options that allow for the drive in/drive out allowance can only be claimed if the vehicle is brought into the workshop for this Service Action alone to be undertaken.

This Service Action is valid for a limited time only. Repairs must be complete and warranty claims accepted for payment prior to the **31 December 2008** expiration date.

Program Code	Option	Description	SRO	Time	Part Number	Qty
<b>S527</b>	<b>A</b>	Inspect part number on both alarm remotes – NO FURTHER ACTION REQUIRED	86.93.64	0.2	NA	
<b>S527</b>	<b>K</b>	Inspect part number on both alarm remotes – NO FURTHER ACTION REQUIRED Drive-in/drive-out	86.93.64 10.10.10	0.2 0.1	NA	
<b>S527</b>	<b>B</b>	Inspect part number on both alarm remotes Install anti-static foam pads on both	86.93.64	0.2	C2S 44938	2
<b>S527</b>	<b>C</b>	Inspect part number on both alarm remotes Install anti-static foam pads on both Drive in/drive out	86.93.64 10.10.10	0.2 0.1	C2S 44938	2
<b>S527</b>	<b>D</b>	Inspect part number on both alarm remotes Replace one alarm remote (315 MHz) and one foam pad	86.52.19	0.2	C2C 35283 C2S 44938	1 1
<b>S527</b>	<b>E</b>	Inspect part number on both alarm remotes Replace one alarm remote (315 MHz) and one foam pad Drive in/drive out	86.52.19 10.10.10	0.2 0.1	C2C 35283 C2S 44938	1 1
<b>S527</b>	<b>F</b>	Inspect part number on both alarm remotes. Install ONE anti-static foam pad only	86.93.64	0.2	C2S 44938	1
<b>S527</b>	<b>G</b>	Inspect part number on both alarm remotes Install ONE anti-static foam pad only Drive in/drive out	86.93.64 10.10.10	0.2 0.1	C2S 44938	1
<b>S527</b>	<b>H</b>	Inspect part number on both alarm remotes Replace one alarm remote (315 MHz)	86.93.64	0.2	C2C 35283	1
<b>S527</b>	<b>J</b>	Inspect part number on both alarm remotes Replace one alarm remote (315 MHz) Drive in/drive out	86.93.64 10.10.10	0.2 0.1	C2C 35283	1
<b>S527</b>	<b>M</b>	Inspect part number on both alarm remotes Replace both alarm remotes (315 MHz)	86.52.19	0.2	C2C 35283	2
<b>S527</b>	<b>N</b>	Inspect part number on both alarm remotes Replace both alarm remotes (315 MHz) Drive in/drive out	86.52.19 10.10.10	0.2 0.1	C2C 35283	2

## REPAIR PROCEDURE

### INSPECT KEY FOB PART NUMBER

1. Remove the back section of the remote control key fobs using a suitable thin screwdriver. (Figure 1)
2. Check for the part number '1X43 15K601 AJ' located on the key fobs. (Figure 2)
3. If the part number is **1X43 15K601 AJ**, no further action is necessary, re-assemble the key fob.
4. If the part number is **NOT 1X43 15K601 AJ**, perform the "Install Insulating Foam Pad" section below on affected fobs.

### INSTALL INSULATING FOAM PAD

**⚠ CAUTION: Cleanliness is required at all times when carrying out the following workshop procedure.**

1. Install the foam pad in each remote to be updated as follows:
  - Open the remote control key fob using a suitable thin screwdriver. (Figure 3)
  - Place the open halves of the remote control key fob on a clean dry surface. (Figure 4)
  - Insert the new foam pad into the remote control key fob where the buttons are situated. (Figure 5)

**⚠ CAUTION: Failure to locate the foam pad correctly can result in loss of functionality of the remote control key fob.**

- Carefully assemble the remote control key fob ensuring that the foam pad remains located at all times.

**△ NOTE: This service action applies to the two fobs originally supplied. Customer purchased key fobs should be handled through normal parts warranty.**

2. If required, carry out step 1 to the second remote control key fob and any owner-purchased key fobs.
3. Check operation of the remote control key fobs.

**△ NOTE: If only the foam pad is installed in remotes then no programming is required. If any remote is replaced then all other remotes must be programmed.**

4. If a new alarm remote is required, refer to GTR Workshop Manual, section: Remote Transmitter Programming, 501-14 and re-program the new remote control key fob(s).

Figure 1

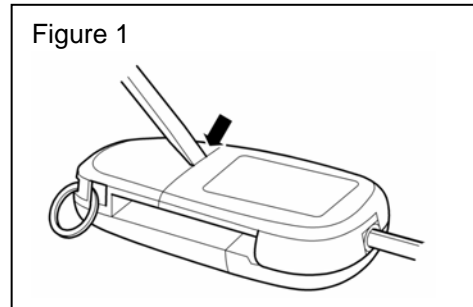


Figure 2

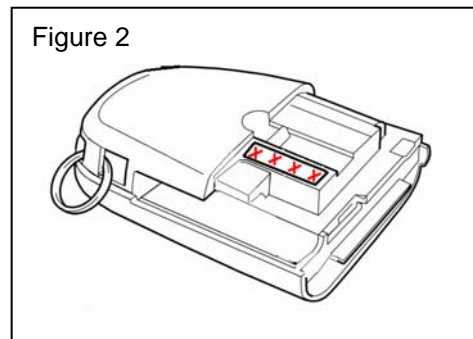


Figure 3

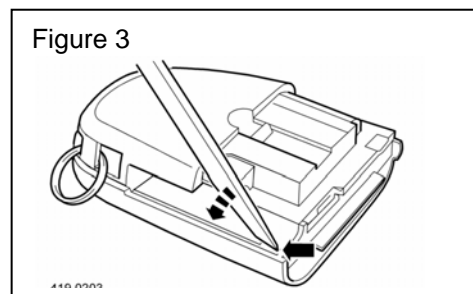
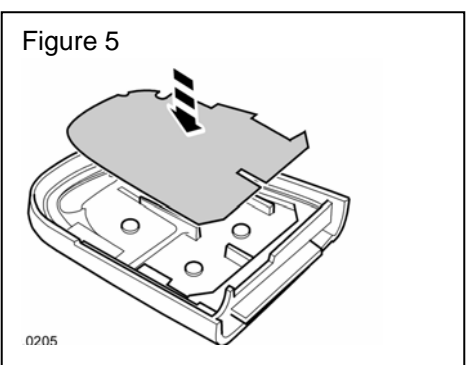


Figure 4



Figure 5



**May 9, 2008**

**RE: S527 Service Action: Key Fob Modification**

**Dear Jaguar Owner:**

Jaguar Cars is undertaking a no-charge Customer Satisfaction Program (Program Number S527) to owners of certain 2003 - 2006 model year Jaguar vehicles. If you are a recipient of this notice and an owner of one of these vehicles, this letter is to inform you that your vehicle is included in this Service Action and that Jaguar's records indicate that it has not been repaired under the program.

**Reason for this program:**

Ongoing quality analysis has identified that the remote control key fob can fail to operate requiring customer use of the mechanical key blade to lock/unlock the vehicle and to turn off the alarm. The root cause has been identified as static build up upon the microprocessor housing.

**What your Dealer will do:**

Your authorized Jaguar dealer will modify the original two key fobs for your vehicle. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this program. If you have purchased additional key fobs, these will be inspected and, if required, upgraded at the same time. All key fobs for a given vehicle must be presented at the time of the update to ensure that each has been modified and operates correctly.

**How long will it take?**

The time to repair your vehicle is approximately 30 minutes. However, due to service scheduling requirements, your vehicle may be needed for a longer period of time. Please consult with your authorized dealer when scheduling an appointment.

**What should you do?**

Please contact your Jaguar dealer without delay, and indicate that you need to schedule an appointment to have Customer Satisfaction Program S527 'Key Fob Modification' performed. To assist your Dealer, please have your Vehicle Identification Number (VIN) available.

Present this letter to your dealer when you arrive for the inspection.

**Moved or no longer own a Jaguar?**

Kindly complete and mail the enclosed card.

**Attention Leasing Agencies**

Please forward this Service Action notice to the lessee within 10 days.

**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.

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

Jaguar Cars  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

**What you should do if you have further questions?**

Should you have any questions regarding this Customer Satisfaction Program or need assistance in locating your nearest authorized Jaguar Dealer, please contact the Jaguar Cars Customer Relationship Centre at:

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

You can also contact Jaguar Cars by visiting the web site [www.jaguarusa.com](http://www.jaguarusa.com) and sending us an e-mail from the 'Contact Us' section.

Sincerely



Stephanie P. Lutz  
Customer Satisfaction Manager

SAMPLE - USA