



V8 XJ Series/XK

DATE 10/03

204-19

SERVICE

TECHNICAL BULLETIN

## Shock Absorbers – Revised Warranty Replacement Policy

**MODEL**

1998 MY-ON XK8 Range  
1998-2003 MY V8 XJ Series

**VIN**

018108-ON  
812256-F59525

**Issue:**

The policy of replacing shock absorbers in pairs after the remaining shock absorber on the same axle has covered more than 25,000 miles is now rescinded.

The policy of replacing shock absorbers has been revised as follows:

During the warranty life of the vehicle, the failed part **only** will be changed using the following criteria:

- Only one shock absorber across an axle exhibits a defect.
- The part number of the replacement shock absorber is identical to the one being removed.
- The vehicle has completed less than 60,000 miles (96,000 kilometers).

If, after replacement of the failed part, the remaining shock absorber on the same axle is subsequently found to be defective, the other shock absorber must be replaced as a separate operation with a separate claim submitted for this repair.

**Action:**

Effective immediately, observe the above points when replacing a shock absorber under warranty.

NOTE: THE INFORMATION IN TECHNICAL BULLETINS IS INTENDED FOR USE BY TRAINED, PROFESSIONAL TECHNICIANS WITH THE KNOWLEDGE, TOOLS, AND EQUIPMENT 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." DO NOT ASSUME THAT A CONDITION DESCRIBED AFFECTS YOUR CAR. CONTACT A JAGUAR RETAILER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.