



SERVICE ACTION

Service Action
Number: K100

Subject: Battery Monitoring System (BMS) and Software Enhancement Programme	Publication No.:	100-K100v2
	Model:	XK
	Model Year:	2010-2012
	VIN Range:	B32753 – B44940
	Date of Issue:	11 th June 2012
	Expiration Date:	31 st March 2014

To:	All UK Authorized Repairers
For the Attention of:	The Managing Director
Copies To:	The Service/After-sales Director/Manager The Parts Director/Manager
Related information:	This Service Action is being re-issued to advise dealers of a change to the warranty claim information and workshop procedure.

RE: Battery Monitoring System (BMS) and Software Enhancement Programme

Dear Colleagues

In order to ensure that a number of 2010-2012MY XK models are fitted with the very latest software and parts to further enhance the customers' experience of these models, affected vehicles will require a replacement BMS and a number of module software updates.

Action to be taken

You are requested to contact the owners of the affected vehicles and request that the vehicle is made available at the earliest opportunity for the vehicle to have the BMS replaced and the software updated. The workshop procedure is attached as Appendix 1. A sample customer letter for you to use is attached as Appendix 2.

Unsold vehicles must be repaired prior to hand-over of the vehicle for retail sale.

Please check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected.

At the time of confirming a booking for vehicle repair, 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.

NOTE: Only carry out the specific updates shown in Table 1 for the VIN of the vehicle you are working on.

The actions requiring parts and/or a repair will provide the following enhancements:

- Battery and Battery Monitoring System (BMS) – rectify the non-start of customer vehicles as a result of battery failure

The module software updates will optimise battery performance. One or a combination of the following modules will require reprogramming:

- Configure Instrument Cluster (IPK)
- Configure Digital Audio Broadcast (DAB)

- Configure Infotainment Control Module (ICM)
- XKR Only - Configure Rear differential control module (RDCM)

Details of the modules to be updated/parts replaced and relevant vehicle/variants are listed in Table 1.

Table 1

VIN Range	Configure DAB*	Replace BMS	Configure ICM	Configure IPK	XKR ONLY If required - Configure RDCM
B32753 – B43536	X	X	X	X	X
B43537 – B44848		X	X	X	X
B44849 – B44940			X	X	X

* - Vehicles fitted with DAB

Parts Information

If required the relevant parts from table 2 should be ordered through Jaguar Parts Operations in the normal manner.

Table 2

Description	Part Number	Qty
Battery Monitoring System	C2P 23087	1

Warranty Information

Table 3 – SROs

Description	SRO	Time
Configure DAB	86.99.92	0.2
Replace BMS	86.15.19	0.3
Configure ICM	86.99.73	0.2
Configure IPK	86.99.75.02	0.2
Configure RDCM	86.99.93	0.2
Drive in/drive out	10.10.10	0.1

Warranty claims should be submitted quoting program code **K100**, together with the relevant option code from table 4 of this Service Action. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter parts or SRO information; these are repeated here for information only.

The option that allows 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 4

Program Code	Option	Description	SRO	Time	Part Number	Qty
K100	B	Configure DAB	86.99.92	0.2	C2P 23087	1
		Replace BMS	86.15.19	0.3		
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
K100	A	XKR Only			C2P 23087	1
		Configure DAB	86.99.92	0.2		
		Replace BMS	86.15.19	0.3		

		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
K100	C	Configure DAB	86.99.92	0.2	C2P 23087	1
		Replace BMS	86.15.19	0.3		
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Drive in/drive out	10.10.10	0.1		
K100	K	XKR Only			C2P 23087	1
		Configure DAB	86.99.92	0.2		
		Replace BMS	86.15.19	0.3		
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
		Drive in/drive out	10.10.10	0.1		
K100	D	Replace BMS	86.15.19	0.3	C2P 23087	1
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
K100	L	XKR Only			C2P 23087	1
		Replace BMS	86.15.19	0.3		
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
K100	E	Replace BMS	86.15.19	0.3	C2P 23087	1
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Drive in/drive out	10.10.10	0.1		
K100	M	XKR Only			C2P 23087	1
		Replace BMS	86.15.19	0.3		
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
		Drive in/drive out	10.10.10	0.1		
K100	F	Configure ICM	86.99.73	0.2	N/A	N/A
		Configure IPK	86.99.75.02	0.2		
K100	R	XKR Only			N/A	N/A
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
K100	G	Configure ICM	86.99.73	0.2	N/A	N/A
		Configure IPK	86.99.75.02	0.2		
		Drive in/drive out	10.10.10	0.1		
K100	S	XKR Only			N/A	N/A
		Configure ICM	86.99.73	0.2		
		Configure IPK	86.99.75.02	0.2		
		Configure RDCM	86.99.93	0.2		
		Drive in/drive out	10.10.10	0.1		

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





Huw David
Director - Service Operations

**Attached: Appendix 1 – Workshop Procedure
Appendix 2 – Sample Customer Letter**

Appendix 1 – Workshop Procedure

1	<p>CAUTION:  This procedure requires SDD DVD127_V5.02 and Calibration File 83 loaded or later.</p> <p>Connect the Jaguar Approved battery conditioner/power supply.</p>
2	Connect SDD to the vehicle and begin a new diagnostic session, SDD will read the correct VIN for the current vehicle.
3	Follow the SDD prompts.
4	Select 'Campaigns' tab from the Session Type Section screen.
5	Run the 'Configure existing module – Instrument cluster control module'.
6	Run the 'Configure existing module – Infotainment control module'.
7	If fitted, run the 'Configure existing module – Digital audio broadcast module'.
8	Follow all on-screen instructions to complete this task. When the task is completed, exit the current session.
	XKR Vehicles only
9	<p>If you have E-diff display within the instrument cluster and the following DTC's are stored within the RDCM – Rear Differential Control Module which you are unable to clear please run the following application.</p> <p>Existing Module – RDCM – <i>Rear Differential Control Module</i></p> <p>P2785-00 - Clutch Actuator Temperature Too High - P1783-00 - Transmission Over temperature Condition (RDCM Oil temp >160 c) - P0666-00 - Control Module Internal Temperature Sensor A Circuit (ECU Int temp >105 c) - P2787-00 - Clutch Temperature Too High (RDCM Clutch pack >200 c) - P0605-00 - Internal Control Module Read Only Memory (ROM) Error - P080A-00 - Clutch Position Not Learned - P0900-00 - Clutch Actuator Circuit / Open.</p> <ul style="list-style-type: none"> Select Diagnostic Session
10	Select the Symptoms tab and enter any of the following Symptom(s).
11	Chassis - Driveline system - Rear drive axle and differential.
12	Read and close one of the listed Help documents on the Recommendations page to expose the 'Extras' tab.
13	Select the 'Extras' tab.
14	Configure existing module - Rear differential control module (this includes an ODST routine), follow all on screen instructions.
15	When all tasks are complete, exit the current session by selecting the Session tab and then selecting the Close Session option.
	All Vehicles
16	Disconnect SDD and the battery conditioner/power supply.
17	Disconnect the battery ground cable (see Topix section 414-01 - Battery Disconnect and Connect).

<p>18</p>	<p>Remove the battery ground cable and BMS assembly (see Fig. 1).</p> <ul style="list-style-type: none"> Remove the 2 nuts. 	
		<p>Fig. 1</p>
<p>19</p>	<p>Install the battery ground cable and BMS assembly (see Fig. 2).</p> <ul style="list-style-type: none"> Tighten the 2 nuts to 25 Nm. 	
		<p>Fig. 2</p>
<p>20</p>	<p>Connect the battery ground cable (see Topix section 414-01 - Battery Disconnect and Connect).</p>	

Appendix 2 – Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN): ??????

Registration Number: ???????

Date: Month/Year

IMPORTANT INFORMATION

2010 and 2012 Model Year XK Vehicles **Battery Monitoring System and Software Enhancement** **Programme – K100**

Jaguar Cars Limited is providing a no-charge Customer Satisfaction Programme (Programme Number K100) to owners of 2010 and 2012 model year XK vehicles.

Reason for this programme

As part of Jaguar's ongoing commitment to ensuring the highest level of quality to our customers, Jaguar Cars Limited has initiated a customer enhancement programme for 2010-2012 model year XK vehicles.

What your dealer will do

We will carry out the enhancements appropriate to your vehicle at a time convenient to you and at no cost.

How long will it take?

The time to repair your vehicle is approximately 1 hour. 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 Jaguar dealer without delay, quoting your Vehicle Identification Number (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 Programme K100. 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 to the dealer, please show this letter to the dealer. If you misplace this letter, your dealer will still do the work, free of charge.

If you have concerns ...

If you have trouble 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 Limited Customer Relationship Centre and one of our representatives will be happy to assist you.

Call: 08456 034 061, Office Hours: Monday-Friday: 8.30AM – 5.30PM

JAGSA – 100-K100v2 Page 7 of 8

Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal