



All

DATE 10/97  
Amended 07/00

3-158

**SERVICE**

**ADMINISTRATION BULLETIN**

Wood Veneer Repair Program

MODEL All  
VIN

Remove and destroy Bulletin 3-158 dated 10/97.  
Replace with this Bulletin.  
The pricing has been revised and fault codes for current vehicles have been added.

**ISSUE:**

Jaguar Cars is introducing a wood veneer repair program to improve the process to rectify defects in wood veneer trim. Repairing the original part instead of replacing it provides the following benefits:

- improved color/grain match with a repaired original part compared to a replacement from stock
- integrity of the original factory supplied wood set is preserved
- improved customer satisfaction
- reduction in repair cost for warranty and customer pay jobs

POLICY STATEMENT

Effective immediately, all warranty defects in wood veneer trim must be sublet for repair to a wood veneer specialist. Claims for component replacement will only be accepted if there is a warranty defect that cannot be repaired.

Components that are damaged as a result of owner abuse, accident damage, negligence, or accessory installation are not covered under warranty. In many cases this type of damage is repairable, however, the cost must be borne by the dealer or customer.

Only the defective part is to be repaired. Jaguar Cars will not accept claims for refinishing entire wood sets, or multiple wood pieces, that are not defective. The XJ sedan ashtray lid and surround is exempt from this policy and should always be repaired as a set.

REPAIR PROCESS

Jaguar Cars has made arrangements with Madera Concepts, a specialist in automotive wood veneer manufacturing and repair for 15 years, to process the repairs.



Madera Concepts's craftsmen will repair, refinish, or re-veneer the part as required to compliment the original in color and grain. It is not necessary to ship a companion part for color and grain comparison. This is accomplished through the use of a color standard for refinished pieces, or the old veneer in the case of veneer replacement.

Madera Concepts has committed to complete repairs from franchised Jaguar dealers in 5 to 7 days. Madera's priority handling coupled with a special 2 day shipping process will help to minimize the inconvenience to the customer.

Madera Concepts will cover their workmanship for a period of 12 months, unlimited miles from the invoice date. Under the warranty, Madera Concepts will repair or rework, at their option any defects in their workmanship free of charge.

#### PROCESS OUTLINE:

- Remove defective wood veneer part **and all hardware**, install the temporary wood trim (if necessary) and return the car to the customer.

<p><b>Note:</b> If hardware is not removed, Madera Concepts will charge you a \$10.00 removal fee which will not be reimbursed under warranty.</p>
--

- Obtain a dealership Purchase Order if required by your Accounting Department, complete the Repair Request Form (W34) and ship the part, Repair Request Form, and Purchase Order to Madera Concepts using the pre-paid 2 day shipping procedures outlined below (1 vehicle's parts per box).
- Madera Concepts will repair the part(s) within 5 to 7 working days and return to you via 2 day pre-paid service. The chassis number and Madera's invoice number will be visible on the outside of the package.
- Madera Concepts' invoice will accompany the repaired part in the return shipment. You will be billed for inbound/outbound shipping and the veneer repair cost.
- Remove the temporary part (if applicable) from the customer's vehicle and reinstall the repaired original.
- If a warrantable defect, submit a claim to Jaguar Cars for the following:
  - appropriate labor operation (if a temporary was fitted claim twice.)
  - sublet consisting of:
    - repair charge
    - inbound/outbound freight
    - sublet handling allowance
- Pay the vendor invoice (30 day terms).

If you have any questions concerning the status of a repair, or a repair bill contact:  
Madera Concepts  
606 Olive St.  
Santa Barbara, CA 93101  
Telephone: 805 962-1579 Fax. 805 962-7359

### SHIPPING PROCEDURES

We have established a "freight collect" 2 day shipping process with Airborne Express that can be used for warranty and dealer/customer paid wood veneer repairs. You incur no expense when you ship the package. All shipping charges are itemized on Madera Concepts' repair invoice which accompanies the repaired part. Jaguar Cars will reimburse the shipping costs for all warranty repairs.

**Important:** Each package shipped to Madera Concepts must contain wood veneer parts from one vehicle only. If it is necessary to ship parts from more than 1 vehicle at the same time, the parts must be packed in separate boxes with separate Airbills, Repair Request Forms, and Purchase Orders.

- Complete all sections of the Repair Request Form (W34) and sign. Remember only 1 form per vehicle, 1 vehicle's parts per box.

**Note:** If you are making a claim against the Madera Concepts 12 month unlimited mile warranty, check the box titled "Claim against Vendor" on the Repair Request Form. Attach a copy of the original repair invoice to the form. If the claim is validated, the part will be repaired and returned free of charge.

- Obtain a dealership Purchase Order (if required by your Accounting Dept.)
- Attach the P.O., and Repair Request Form (W34) to the Parts.
- Package parts carefully to protect them from damage.

**Note:** Parts must be packaged efficiently in appropriate size boxes, refer to the table below for box sizes and weight for various parts. Failure to package parts efficiently will result in increased shipping charges that will not be reimbursed by Jaguar Cars.

- Weigh the package - round up to the nearest pound.

- Attach a pre-printed airbill to the package, enter the following information:
  - Section 3, Sender's Signature - sign and date.
  - Section 6, Number of Packages - always enter "1"
  - Section 7, Weight - enter package weight rounded to nearest pound.
  - Special Instructions:
    - declared value - essential that you check this box.
    - shipment valuation - enter the replacement value of the package content.

**Note:** Failure to enter the shipment valuation will result in an uninsured package. The dealer must bear the replacement cost of a lost or damaged shipment if the package is uninsured. Do not check the "Full Insurance" box. This will result in increased shipping charges that will not be reimbursed by Jaguar Cars.

- Call Airborne Express' automated shipping line before 2:30 p-m. to arrange a pick-up the same day. Provide the requested information when prompted (800-247-2676).
  - enter your phone number (**must be the number pre-printed on the Airbill**).
  - enter "1" if your package is ready now, enter "2" if it will be ready later that day followed by the time it will be ready.
  - enter the number of boxes you are shipping followed by the "#" sign.
  - enter "1" if the package is less than 10 lbs., enter "2" if greater than 10 lbs.
  - Airborne Express will then give you a confirmation number which should be recorded.
  - remove the 2 peel-off tracking numbers from the back of the Airbill and retain them in the event the package is not received by Madera Concepts.

Airborne Express does not charge for pick-up and will not require you to pay an account fee.

You have been provided an initial supply of pre-printed Airbills and a reorder form. To obtain additional Airbills follow the instructions on the reorder form and contact Airborne Express (800) 247-2676.

### MADERA CONCEPTS BILLING

Madera Concepts will ship repaired parts back to you with the chassis number of the vehicle and their invoice number clearly marked on the box. Accompanying the parts will be an itemized bill for the wood repair and inbound/outbound freight. All Madera Concepts bills must be paid within 30 days of receipt, make sure you forward the bill to your Accounting Department. Prices are as follows:

### Shipping Fee Examples (one way)

<u>Part Description</u>	<u>Weight</u>	<u>Package Size</u>	<u>Fee</u>
AshTray Lid + Surround	4 lbs.	12 x 12 x 5	\$24.00
XJ6 Center Console	11 lbs.	27 x 15 x 5	\$38.50
XJS Center Console	5 lbs.	22 x 13 x 3	\$26.00
Door Panels (1 or 2)	5 lbs.	7 x 7 x 7 x 39	\$26.00
Dash Panels (misc.)	5 lbs.	22 x 13 x 3	\$26.00

#### REPAIR CHARGES - 1995--97 MY XJ SEDAN

<u>Part No.</u>	<u>Part Description</u>	<u>Refinish</u>	<u>Re-veneer</u>
XJ6-1	Ski Slope Console	\$149.00	\$191.00
XJ6-2a	Lt Front Door Panel	\$96.00	\$197.00
XJ6-2b	Rt Front Door Panel	\$96.00	\$197.00
XJ6-2c	Lt Rear Door Panel	\$112.00	\$207.00
XJ6-2d	Rt Rear Door Panel	\$112.00	\$207.00
XJ6-3a	Lt Dash Vent Panel	\$53.00	\$85.00
XJ6-3b	Rt Dash Vent Panel	\$53.00	\$85.00
XJ6-4	A/C Panel	\$91.00	\$138.00
XJ6-5	Glove Box Door	\$128.00	\$191.00
XJ6-6	Ashtray Lid	\$53.00	\$85.00
XJ6-7	Ashtray Lid Surround	\$53.00	\$85.00
XJ6-8a	Lt Front Switch Panel	\$53.00	\$85.00
XJ6-8b	Rt Front Switch Panel	\$53.00	\$85.00
XJ6-8c	Lt Rear Switch Panel	\$53.00	\$85.00
XJ6-8d	Rt Rear Switch Panel	\$53.00	\$85.00
XJ6-9	PicnicTray(s)	Each \$175.00	Each \$271.00
XJ6-10	PicnicTray FixedTrim(s)	Each \$64.00	Each \$91.00
XJ6-11	Air Bag Panel	\$138.00	\$202.00
XJ6-12	Rear ConsoleTray	\$64.00	\$96.00
XJ6-13	Roof Console	\$53.00	\$85.00
XJ6-14	Flat Console	\$149.00	\$191.00

### REPAIR CHARGES - XJS

<u>Part No.</u>	<u>Part Description</u>	<u>Refinish</u>	<u>Re-veneer</u>
XJS-1	Shift Console Panel	\$149.00	\$191.00
XJS-2a	Lt Door Panel	\$38.00	\$59.00
XJS-2b	Rt Door Panel	\$38.00	\$59.00
XJS-3a	Lt Dash Vent Panel	\$53.00	\$85.00
XJS-3b	Rt Dash Vent Panel	\$53.00	\$85.00
XJS-4	Center A/C Panel	\$91.00	\$133.00
XJS-5	Glove Box Door	\$96.00	\$138.00
XJS-6a	Lt Rear Cargo Panel	\$32.00	\$53.00
XJS-6b	Rt Rear Cargo Panel	\$32.00	\$53.00
XJS-7	Dash Switch / Clock Panel	\$85.00	\$128.00

### REPAIR CHARGES - 1998 MY-ON V8 XJ SERIES

<u>Part No.</u>	<u>Part Description</u>	<u>Refinish</u>	<u>Re-veneer</u>
XJ8-1	Dash Gauge Pnl	\$149.00	\$228.00
XJ8-2	Dash Center Pnl	\$138.00	\$218.00
XJ8-3	Airbag Pnl	\$138.00	\$218.00
XJ8-4	Steering Wheel \$170.00 / **	\$191.00	\$276.00
XJ8-5	Shift Console Pnl	\$149.00	\$223.00
XJ8-6	Shift Knob \$53.00 / **	\$64.00	N / A
XJ8-7	Lt Front Door Pnl	\$112.00	\$223.00
XJ8-8	Lt Frnt Dr Switch Pnl	\$59.00	\$117.00
XJ8-9	Rt Front Door Pnl	\$112.00	\$223.00
XJ8-10	Rt Frnt Dr Switch Pnl	\$59.00	\$117.00
XJ8-11	Passngr Seat Cntrl Pnl	\$48.00	\$96.00
XJ8-12	Lt Rear Door Pnl	\$117.00	\$234.00
XJ8-13	Lt Rear Dr Switch Pnl	\$38.00	\$75.00
XJ8-14	Lt Rr Dr AshTray Pnl	\$38.00	\$75.00
XJ8-15	Rt Rear Door Pnl	\$117.00	\$234.00
XJ8-16	Rt Rear Dr Switch Pnl	\$38.00	\$75.00
XJ8-17	Rt Rr Dr AshTray Pnl	\$38.00	\$75.00
XJ8-18	PicnicTray FixedTrim(s) Each	\$69.00	Each * \$117.00
XJ8-19	PicnicTray(s) Each	\$154.00	Each * \$308.00
XJ8-20	Rr Cons Lighter Pnl	\$48.00	\$96.00
XJ8-21	Rr ConsoleTray Pnl	\$48.00	\$96.00

NOTES: \* With Inlay ADD \$15.00 \*\* For Color Change ADD \$20.00

### REPAIR CHARGES - XK8

<u>Part No.</u>	<u>Part Description</u>	<u>Refinish</u>	<u>Re-veneer</u>
XK8-1	Shift Console Panel	\$138.00	\$207.00
XK8-2a	Lt Door Switch Panel	\$53.00	\$85.00
XK8-2b	Rt Door Switch Panel	\$53.00	\$85.00
XK8-3a	Lt Dash Vent Panel	\$64.00	\$101.00
XK8-3b	Rt Dash Vent Panel	\$64.00	\$101.00
XK8-4	Dash Gauge Panel	\$159.00	\$239.00
XK8-5	Dash Center Panel	\$165.00	\$250.00
XK8-6	Air Bag Panel	\$149.00	\$223.00
XK8-7	Steering Wheel	\$170.00 / ** 191.00	\$276.00
XK8-8	Shift Knob	\$53.00 / ** \$64.00	N / A

NOTES: \* With Inlay ADD \$15.00 \*\* For Color Change ADD \$20.00

### REPAIR CHARGES - S-TYPE

<u>Part No.</u>	<u>Part Description</u>	<u>Refinish</u>	<u>Re-veneer</u>
S-T-1	Dash Facia Pnl	\$276.00	\$403.00
S-T-2	Shift Console Pnl	\$117.00	\$197.00
S-T-3	Lt Front Door Trim Pnl	\$75.00	\$128.00
S-T-4	Lt Frt Wndw Switch Pnl	\$64.00	\$112.00
S-T-5	Rt Front Door Trim Pnl	\$75.00	\$128.00
S-T-6	Rt Frt Wndw Switch Pnl	\$64.00	\$112.00
S-T-7	Lt Front Door Trim Pnl	\$75.00	\$128.00
S-T-8	Lt Rr Wndw Switch Pnl	\$64.00	\$112.00
S-T-9	Rt Front Door Trim Pnl	\$75.00	\$128.00
S-T-10	Rt Rr Dr Switch Pnl	\$64.00	\$112.00
S-T-11	Manual Shift Cons Pnl**	\$59.00	\$101.00

\*\* European Models Only

NOTES: \* With Inlay ADD \$15.00 \*\* For Color Change ADD \$20.00

### **Warranty Procedures**

Jaguar Cars will reimburse dealers for warranty repairs to wood veneer trim, including shipping and a sublet handling fees. If a temporary part was fitted, R+R labor will be paid twice.

## CLAIM SUBMISSION

If more than one part from the same vehicle was defective, all repair labor and sublet charges should be submitted on one claim. Submit using a fault code for one of the defective parts.

If a temporary part was installed and the vehicle returned to the customer, close out the repair order. Open a new repair order when the customer returns cross-referencing the original repair order. Use the second repair order number as the claim number.

Fault Codes: Use the component fault code in Section "UH" that corresponds to the component that is being repaired.

## DEFECT CODES

### XJ Series

<u>Part Description</u>	<u>Fault Code(s) (JCNA)</u>
Door Panel, LH front	UH JB **
Door Panel, RH front	UH JC **
Door Panel, LH rear	UH KB **
Door Panel, RH rear	UH KC **
Dash Vent Panel, LH	UH CM **
Dash Vent Panel, RH	UH CN **
Dash A/C Panel	UH CF **
Glove Box	UH CC **
Air Bag Door	UH CB **
Center Console	UH FB **
AshTray Lid	UH FD **
AshTray Lid Surround	UH FC **
Door Switch Panel, LH front	UH HB **
Door Switch Panel, RH front	UH HC **
Door Switch Panel, LH rear	UH LB **
Door Switch Panel, RH rear	UH LC **
PicnicTray, LH (VDP)	UH KF **
PicnicTray, RH (VDP)	UH LF **
PicnicTray FixedTrim, LH (VDP)	UH KG **
PicnicTray FixedTrim, RH (VDP)	UH LG **
Rear Seat ConsoleTray (VDP)	UH FG **
Roof Console (95 MY-on)	UH FH **



## XJS

<u>Part Description</u>	<u>Fault Code(s) JCNA</u>
Door Panel, LH	UH JB **
Door Panel, RH	UH JC **
Rear Seat Cargo Area Panel, LH	UH KD **
Rear Seat Cargo Area Panel, RH	UH LD **
Dash Vent Panel, LH	UH CM **
Dash Vent Panel, RH	UH CN **
Dash A/C Panel	UH CF **
Glove Box	UH CC **
Air Bag Door	UH CB **
Center Console	UH FB **
Dash Switch/Clock Panel	UH CP **

## XK8

<u>Part Description</u>	<u>Fault Code(s) JCNA</u>
Veneer panels, complete car set	UH BB **
Airbag door veneer	UH CB **
Fascia center veneer panel	UH CF **
Fascia veneer panel, LH	UH CM **
Fascia veneer panel, RH	UH CN **
Fascia instrument pack veneer	UH CQ **
Center console veneer panel	UH FB **
Switch pack veneer, driver door	UH HB **
Switch pack veneer, passenger door	UH HC **

## S-TYPE

<u>Part Description</u>	<u>Fault Code(s) JCNA</u>
Veneer panels - complete car set	UH BB **
Fascia veneer panel	UH CF **
Center console veneer panel	UH FB **
Switch veneer panel, driver door	UH HB **
Switch veneer panel, passenger door	UH HC **
Veneer panel, driver door	UH JB **
Veneer panel, passenger door	UH JC **
Veneer panel, rear door, LH	UH KB **
Switch veneer panel, rear door, LH	UH KC **
Veneer panel, rear door, RH	UH LB **
Switch veneer panel, rear door, RH	UH LC **

\*\* Refer to the appropriate Warranty Codes and Repair Operation Times Manuals for applicable 5/6 position defect codes and repair operations / times.

#### Repair Operations:

Use the appropriate repair operation number(s) for the part that has been removed for repair. The operation can be claimed 2 times if a temporary wood part was installed.

#### Sublet Claim:

Combine the veneer repair and shipping charges. To add sublet handling allowance (10%) multiply by 1.10. The resulting amount should be claimed as a sublet. Itemize the sublet in the dealer comment section of the claim.

#### RECORD KEEPING

Claims are subject to all record keeping requirements listed in Section H of Jaguar's Warranty Policy and Procedures Manual. Copies of sublet invoices must be attached to the hard copy of the Repair Order and kept in the vehicle file for a minimum of 2 years.

Madera Concepts will record the dealer, claim, vehicle chassis number, and condition of each part they receive. Jaguar Cars will audit claims submitted by dealers against this database. Claims submitted for non-warrantable damage will be charged back.