

SERVICE ACTION H169: SERVICE REQUIRED MESSAGE AND SYMBOL NOT DISPLAYED



NAS18.12.002 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 6, 2018

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the 'Service required in X Kilometers/Miles' message and service required symbol will not be displayed on the Instrument Cluster (IC) to inform the customer that a service is due.

AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: 2019

VIN: F60347-F62052

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will update the Car Configuration File (CCF) to the latest level. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H169NAS, *Service Action: Service Required Message And Symbol Not Displayed*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: use the [Jaguar Land Rover claims submission system](#) to make sure that a vehicle is affected by this program prior to undertaking any rework action.

NOTE: if eligible, H159 must be performed before H169.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the November 30, 2020, closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY / VALUE
H169	A	Car Configuration File (CCF) Update	86.99.94	0.2	-	-
H169	B	Car Configuration File (CCF) Update	86.99.94	0.2	-	-
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.