

SERVICE ACTION H198: INCORRECT ELECTRIC VEHICLE (EV) BATTERY COOLER INSTALLED



NAS19.04.007 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

APRIL 10, 2019

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range where the incorrect Electric Vehicle (EV) battery cooler assembly has been installed. This will result in increased battery charging times of up to 20% in high ambient temperatures (30°C and higher).

AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: 2019

VIN / Retailer: F63295 / Jaguar Seattle (J5783)

..... F63373 / Jaguar Fort Myers (J5763)

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 inspect, and if necessary renew, the Electric Vehicle (EV) battery cooler assembly. 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 H198NAS, *Service Action: Incorrect Electric Vehicle (EV) Battery Cooler Installed*, for detailed repair instructions.

PARTS

NOTE: when ordering parts, only order the expected percentage demand of parts identified.

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Electric Vehicle (EV) battery cooler assembly	J9D1143	1	10
PAG compressor oil and coolant top up	ZZZ999	\$26.00	10

An allowance of \$26.00 USD (or local equivalent) has been provided to cover the cost of the PAG compressor oil and coolant. Claim using Sundry Code 'ZZZ999'.

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.

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. Use TOPlx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the March 31, 2021, 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
H198	A	High voltage battery cooler assembly - Inspect	05.10.30	0.3	-	-
H198	B	High voltage battery cooler assembly - Inspect Drive in/drive out	05.10.30 10.10.10	0.3 0.2	- -	- -
H198	C	High voltage battery cooler assembly - Inspect and Renew	82.25.90	2.2	J9D1143 ZZZ999	1 \$26.00
H198	D	High voltage battery cooler assembly - Inspect and Renew Drive in/drive out	82.25.90 10.10.10	2.2 0.2	J9D1143 ZZZ999 -	1 \$26.00 -

An allowance of \$26.00 USD (or local equivalent) has been provided to cover the cost of the PAG compressor oil and coolant. Claim using Sundry Code 'ZZZ999'.

Normal Warranty policies and procedures apply.