

H247 UPS7919-5BNAS1

TECHNICAL BULLETIN

19 DEC 2019



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required 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'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

605-02

SUBJECT/CONCERN:

Update Prior to Sale - Reduced Electric Vehicle (EV) Range Displayed at Pre-Delivery Inspection (PDI)

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
I-PACE (X590)	2019-2020	F76411-F83999

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

This Program is closed with immediate effect and superseded by Service Action H264.

SITUATION:

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range which will display a lower than expected range at the Pre-Delivery Inspection (PDI) due to a Powertrain Control Module (PCM) software calibration concern.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the PDI process but must have it completed prior to vehicle handover to the customer.

WARRANTY:**NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is 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 back 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 TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the December 2, 2019, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H247	A	PCM - Update - Replace ECU	85.18.03	0.2
H247	B	PCM - Update - Replace ECU	85.18.03	0.2
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE:

CAUTION:

All ignition ON/OFF requests MUST be performed; failure to do so may cause damage to vehicle control modules.

1.

CAUTION:

A Jaguar Land Rover-approved battery support unit must be connected to the vehicle startup battery during diagnosis / module programming.

Connect the Jaguar Land Rover-approved battery support unit to the vehicle startup battery.

2.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 245 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

3.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode (if required).

Follow all on-screen instructions.

4. Select **ECU Diagnostics**.

5. Select **Powertrain control module [PCM]**.

6. Select **Update ECU**.

- 1. Follow the on-screen instructions until the application finishes successfully.
- 2. Go to the next Step.

7. Select **ECU functions**.

8. Select **Electric Vehicle Range Reset**.

- 1. Follow the on-screen instructions until the application finishes successfully.
- 2. Go to the next Step.

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9. Exit the current session.
 - 1. **Only if required:** set the vehicle to Transit mode.
 - 2. Select the **Exit** icon.
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10. Disconnect the diagnostic equipment and battery support unit from the vehicle.