

# SERVICE ACTION H189: DIRECT CURRENT TO DIRECT CURRENT (DC/DC) CONVERTER NOT ACTIVATED



NAS19.02.002 | WORKSHOP  
ISSUE 2

USA

AFTERSALES BULLETIN  
DECEMBER 17, 2019

**This Program is rescinded with immediate effect.**

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range which may not have had Direct Current to Direct Current Converter charging activated. The vehicle's high voltage batteries will continue to charge; however, this issue may result in the depletion of the 12V start up and auxiliary batteries, leading to reduced brake pedal feel and the vehicle eventually not starting.

## AFFECTED VEHICLE RANGE

I-PACE (X590)

Model Year: ..... 2019

VIN / Retailer: ..... F63319 - Jaguar Solon

..... F63892 - Jaguar Marin

..... F64064 - Jaguar Stevens Creek

..... F64067 - Jaguar Huntington

..... F65156 - Jaguar Dublin

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who activate the vehicle's Direct Current to Direct Current charging.

There will be no charge to owners for this action under this program.

## OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of March 11, 2019.

## 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 H189NAS, *Service Action: Direct Current to Direct Current (DC/DC) Converter Not Activated*, 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.**

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

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 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 for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS NUMBER	QUANTITY
<b>H189</b>	<b>A</b>	DC/DC converter - Activation	85.86.52	0.2	-	-
<b>H189</b>	<b>B</b>	DC/DC converter - Activation Drive in/drive out	85.86.52 10.10.10	0.2 0.2	- -	- -

*Normal Warranty policies and procedures apply.*

March 2019

**Service Action H189: Direct Current to Direct Current (DC/DC) Converter Not Activated**

**Vehicle Affected: Jaguar I-PACE**  
**Model Year: 2019**

**Dear Jaguar I-PACE Owner,**

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code H189) for owners of certain Jaguar I-PACE vehicles.

**What is the issue?**

Your vehicle may not have had Direct Current to Direct Current Converter charging activated. The vehicle's high voltage batteries will continue to charge; however, this issue may result in the depletion of the 12V start up and auxiliary batteries, leading to reduced brake pedal feel and the vehicle will eventually not start.

**What will Jaguar and your Jaguar Retailer do?**

An authorized Jaguar retailer will activate your vehicle's Direct Current to Direct Current charging. There will be no charge for this repair.

**What should you do?**

Contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H189'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

**Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink that reads "Eric K. Johnston". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC