

H327NAS1

**TECHNICAL BULLETIN**

12 FEB 2021



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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:**

100-00

**SUBJECT/CONCERN:**

Service Action: Charge Cable Plug Unable to Lock or Unlock

**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>
I-PACE (X590)	2021	600732-614118

**MARKETS:**

CANADA, USA

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**CONDITION SUMMARY:****SITUATION:**

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where the charge cable may fail to lock or unlock. In some cases, the customer may be unable to charge the vehicle or remove the charge cable.

**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 Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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**WARRANTY INFORMATION:****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 February 28, 2023 closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H327	A	Battery Charger Control Module (BCCM) - Update - Replace ECU	85.86.18	0.2
H327	B	BCCM - Update - Replace ECU Drive in/drive out	85.86.18 10.10.10	0.2 0.2

Normal Warranty policies and procedures apply.

#### SERVICE INFORMATION A:

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If 'MP\_PF\_ER\_J0041' is displayed in the PATHFINDER header screen, go to the Diagnostic Instruction.

If 'MP\_PF\_ER\_J0041' is not displayed in the PATHFINDER header screen, go to the Manual Patch Instruction.

#### MANUAL PATCH INSTRUCTION:

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##### NOTE:

When an update has been applied to the Jaguar Land Rover-approved diagnostic equipment, the manual patch will need to be re-applied until the permanent corrective action is delivered.

This workaround will load a software file to the Jaguar Land Rover-approved diagnostic equipment using the manual patch update process. This manual patch will stay on the

diagnostic equipment. To apply the manual patch please, complete the instructions carefully.

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1.

**CAUTION:**

This procedure requires a minimum of PATHFINDER 314 installed or later.

Restart the Jaguar Land Rover-approved diagnostic equipment.

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2. Make sure SDD and PATHFINDER are closed. Then select the 'manual patch' icon on the application launcher screen. You will see a pop-up for the manual patch downloader.

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3. Enter 'MP\_PF\_ER\_J0041' in the 'Patch Name' field.

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4. Select 'Start' and the manual patch will download.

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5. When the patch download has completed, a message will be displayed asking the user to confirm that the application can run the manual patch. Select 'Yes'.

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6.

**NOTE:**

This message will end after 10 seconds.

When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please make sure that the patch has installed successfully.'

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7. Continue to the 'Diagnostic Instruction' section below.

**DIAGNOSTIC INSTRUCTION:**

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**CAUTION:**

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

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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.

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2.

**NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 314 (or later).

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

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3. Follow all on-screen instructions.

- 1. Select 'ECU Diagnostics'.
  - 2. Select 'Battery Charger Control Module [BCCM]'.
  - 3. Select 'Update ECU'.
  - 4. Follow the on-screen instructions until the application finishes successfully.
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4. **Only if required:** set the vehicle to Transit mode.

- 1. Follow the on-screen instructions until the application finishes successfully.

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5. Exit the current session.
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6. Disconnect the diagnostic equipment and battery support unit from the vehicle.

**SERVICE INFORMATION B:**

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1. With this manual patch installed and after updating the BCCM software, the BCCM assembly part number shown on PATHFINDER (software parts) may be displayed as not up to date. This is correct and is due to the strategy of the manual patch. As long as the software shown is up to date, there is no requirement to select 'Update ECU' again.