

SERVICE ACTION H299 - VARIABLE CAMSHAFT TIMING (VCT) SOLENOIDS



NAS20.11.001 | WORKSHOP
ISSUE 3

CAN/USA

AFTERSALES BULLETIN

MAY 12, 2021

NOTE: this bulletin updates all previous versions. Changes are highlighted in blue.

DESCRIPTION OF ISSUE

A potential issue has been identified on Jaguar certain vehicles with the INGENIUM I4 2.0L petrol engine within the listed Affected Vehicle Range which may exhibit one or more of the following:

- Driveability flat spots;
- Malfunction Indicator Lamp (MIL) illuminated with Variable Camshaft Timing (VCT) Diagnostic Trouble Code(s) (DTC) stored in the Powertrain Control Module (PCM);
- Increased induction noise while driving; and/or
- A small reduction in performance.

AFFECTED VEHICLE RANGE

E-PACE

Model Year: 2018-2020
VIN: Z00291-Z74881

F-PACE (INGENIUM I4 2.0L Petrol)

Model Year: 2018-2020
VIN: 201651-399997; 600006-625517

F-TYPE (INGENIUM I4 2.0L Petrol)

Model Year: 2018-2020
VIN: K51500-K66534

XE (INGENIUM I4 2.0L Petrol)

Model Year: 2018-2020
VIN: P18140-P60063

XF (INGENIUM I4 2.0L Petrol)

Model Year: 2018-2020
VIN: Y53890-Y85156

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

SERVICE PROGRAM / REWORK ACTION

Retailers are to replace the VCT solenoids before vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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 H299NAS, *Service Action: Variable Camshaft Timing (VCT) Solenoids*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NUMBER	QUANTITY
Variable Camshaft Timing (VCT) solenoid	T4N32636	2

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 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 October 31, 2022 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H299	A	Variable Camshaft Timing Solenoid - Engine Set - Renew	18.31.51	E-PACE:..... 0.3 F-PACE, XE, XF: 0.6 F-TYPE: 0.2	T4N32636	2
H299	B	Variable Camshaft Timing Solenoid - Engine Set - Renew	18.31.51	E-PACE:..... 0.3 F-PACE, XE, XF: 0.6 F-TYPE: 0.2	T4N32636	2
		Drive in/drive out	10.10.10	All: 0.2	-	-

Normal warranty policies and procedures apply.

RELATED DAMAGE PROCESS:

The Related Damage process can be used to claim a read and clear DTC that is specifically due to the solenoid failure should the vehicle already have a MIL displayed when it comes into the retailer.

Claims for related damage can only be made when the campaign has been paid/accepted.

Claims should be submitted quoting Program Code 'H299' and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using Option Code 'X' as detailed in the table

shown below and entering the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H299	X	Reimbursement to owner or retailer	As appropriate	As appropriate

Warranty claims should be submitted in accordance with the current Global Warranty Manual and its amendments unless stated otherwise in this bulletin.