

SERVICE ACTION H348-ELECTRIC SUPERCHARGER-INTERMITTENT OPERATION



NAS21.06.009 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JUNE 9, 2021

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed affected vehicles. The Malfunction Indicator Lamp (MIL) may be illuminated on the instrument Panel Cluster (IC) and reduced performance may be experienced due to an intermittent internal short circuit within the electric supercharger circuit board.

NOTE: Only specific vehicles within the mentioned VIN range are affected by this campaign.

AFFECTED VEHICLE RANGE

F-PACE (X761)

Model Year: 2021

VIN: 662838 - 675253

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

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will replace the electric supercharger on their vehicle.

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 June 21, 2021.

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 vehicles that are within your control and refrain from releasing the vehicles for 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 H348NAS, *Service Action: Electric Supercharger-Intermittent Operation* for detailed repair instructions.

PARTS

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner. The engine coolant top-up will be paid under ZZZ001 and to be locally source

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	QUANTITY/USD VALUE
Electric supercharger	AJ814122	1
Engine Coolant top-up	ZZZ001	\$6.50

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

An allowance of \$6.50 USD or local equivalent has been provided to cover the cost.

**Normal Warranty policies and procedures apply.*

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 31 May 2023 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
H348	A	H348 - Electric supercharger - Renew	99.02.01.29	1.6	AJ814122 ZZZ001	1 \$6.50
H348	B	H348 - Electric supercharger - Renew Drive in/drive out	99.02.01.29 10.10.10	1.6 0.2	AJ814122 ZZZ001	1 \$6.50
H348	C	H348 - Electric supercharger - Renew - With DTC clear	99.02.01.30	1.7	AJ814122 ZZZ001	1 \$6.50
H348	D	H348 - Electric supercharger - Renew - With DTC clear Drive in/drive out	99.02.01.30 10.10.10	1.7 0.2	AJ814122 ZZZ001	1 \$6.50

**Normal Warranty policies and procedures apply.*

2021

Service Action: H348-Electric Supercharger-Intermittent Operation

Vehicle Affected: Jaguar F-PACE
Model Year: 2021

Dear Jaguar F-PACE Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H348) for owners of certain Jaguar vehicles.

What is the issue?

An issue has been identified on a limited number of 2021 model year Jaguar F-PACE vehicles. The Malfunction Indicator Lamp (MIL) may be illuminated on the instrument Panel Cluster (IC) and reduced performance may be experienced, due to an intermittent internal short circuit within the electric supercharger circuit board.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will replace the electric supercharger on their vehicle.

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 **'H348'**.

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 two (2) hours, 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?

If you have any questions regarding this program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Canada Customer Relationship Center at 1-800-668-6257.

You may also contact us by email using the following address: jagcweb@jaguarlandrover.com. If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

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.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffrey Peel', with a large loop at the top and a horizontal line at the bottom.

Jeffrey Peel
Director, Customer Service
Jaguar Land Rover Canada ULC

2021

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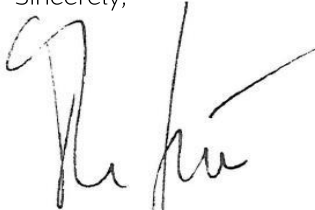
Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: jagweb1@jaguarlandrover.com. 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

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Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long horizontal flourish extending to the right.

Thomas Giese
Director, Technical Services - MA-43
Customer Service