

# UPDATE PRIOR TO SALE H367 UPS7921 - LOSS OR STEERING ASSISTANCE



NAS21.09.026 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

September 27, 2021

**NOTE:** This bulletin does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate bulletin.

## DESCRIPTION OF ISSUE

An issue has been identified on specific vehicles within the above Vehicle Identification Number (VIN) range where certain 2021 model year E-PACE vehicles may experience a loss of steering assistance, with a 'Steering Assistance Reduced' message, along with other related messages, displayed on the instrument panel cluster. The steering assistance will drop to 50% for 10 seconds and then 0% but after the ignition is cycled the steering assistance and related features will return to normal.

## AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: ..... 2021

VIN Range: ..... SADFA2BN1M1008978 - SADFA2BX1M1028018

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

## SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will perform a software update to the Power Steering Control Module (PSCM) during the Pre-Delivery Inspection (PDI) or prior to vehicle handover to the customer.

## 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.

Refer to Technical Bulletin H365 UPS7921-1BNAS, *Update Prior to Sale: Loss Of Steering Assistance*, 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.

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 should be submitted quoting program code H367 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are 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 July 20, 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)
H367	A	PSCM - Update ECU	85.57.02	0.2
H367	B	PSCM - Update ECU	85.57.02	0.2
		Drive in/drive out	10.10.10	0.2

*Normal Warranty policies and procedures apply.*

### **CUSTOMER COMMUNICATION**

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

*'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.*

*Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'*

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

### **RETAILER EMPOWERMENT**

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.