

SERVICE ACTION H368 - JAGUARDRIVE CONTROL (JDC) MODES NOT RESETTING



NAS21.09.015

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

SEPTEMBER 16, 2021

DESCRIPTION OF ISSUE

An issue has been identified on certain 2021 model year Jaguar vehicles, the rain, ice and snow JaguarDrive Control (JDC) modes do not reset after a drive cycle.

AFFECTED VEHICLE RANGE

F-PACE

Model Year: 2021

VIN: SADCA2BUXMA642591-SADCA2BX5MA684595

E-PACE

Model Year: 2021

VIN: SADFA2BN1M1008978-SADFA2AN8M1026119

XF

Model Year: 2021

VIN: SAJBB4BN2MCY85911-SAJBB4AN0MCY89960

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

SERVICE PROGRAM / REWORK ACTION

Retailers are to update the Gateway Module (GWM) 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.

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ACTION TO BE TAKEN

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.

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 H368NAS, *Service Action: JaguarDrive Control (JDC) Modes Not Resetting* for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required 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 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 H368 together with the relevant Option Code. The SRO and parts information is included for information only.

The Option Code(s) that allows for the drive in/drive out allowance can 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 must be submitted for payment within 30 calendar days of completion of the repair.

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H368	A	GWM - Update ECU	85.87.12	0.2
H368	B	GWM - Update ECU	85.87.12	0.2
		Drive in/drive out	10.10.10	0.2

National Warranty Policies and procedures apply