

SERVICE ACTION H327 - CHARGE CABLE PLUG UNABLE TO LOCK OR UNLOCK



NAS21.09.009 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN
SEPTEMBER 15, 2021

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

DESCRIPTION OF ISSUE

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.

AFFECTED VEHICLE RANGE

I-PACE

Model Year: 2021

VIN: 600732-614118

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 update the Battery Charger Control Module (BCCM) software to the latest level at the Pre-Delivery Inspection (PDI) or at the next service opportunity.

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 March 1, 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 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 H327NAS, *Service Action: Charge Cable Plug Unable to Lock or Unlock*, 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 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 with a repair date prior to the **March 31, 2023** closure date must be submitted for payment within 30 calendar days of completion of the repair.

Normal Warranty policies and procedures apply.

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	Battery Charger Control Module (BCCM) - Update - Replace ECU	85.86.18	0.2
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.

March 2021

Service Action H327: Charge Cable Plug Unable to Lock or Unlock

Jaguar Vehicles Affected: 2021 Model Year I-PACE

Dear Jaguar I-PACE Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H327) for owners of certain Jaguar vehicles noted above.

What is the issue?

The charge cable may fail to lock or unlock. In some cases, the you may be unable to charge the vehicle or remove the charge cable.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will update the Battery Charger Control Module (BCCM) software to the latest level at the next service opportunity

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 **'H327'**.

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 30 minutes, 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,



Jeffery Peel
Director, Customer Service
Jaguar Land Rover Canada ULC

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