

SERVICE ACTION H380 - ENGINE TO BODY GROUND CABLE LOOSE



NAS21.10.009

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

OCTOBER 29, 2021

DESCRIPTION OF ISSUE

An issue has been identified on certain 2021 model year Ingenium I6 3.0L gasoline F-PACE vehicles where, the engine ground cable located on the left side of the engine compartment may be loose.

AFFECTED VEHICLE RANGE

F-PACE

Model Year: 2021

VIN: SADCJ2EU5MA662338 - SADCT2FU6MA686432

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

SERVICE PROGRAM / REWORK ACTION

An authorize Jaguar retailer will inspect the engine ground cable fixing on your vehicle and renew it if required. There will be no charge to customers for this action under this program.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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 H380NAS, *Service Action: Engine to Body Ground Cable Loose*

PARTS

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner.

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Ground cable fixing	T4K4016	1	3.5

* When ordering parts, order no more than the expected percentage failure rate of parts identified

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

Warranty claims must be submitted quoting the Program Code H380 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 Oct 31st 2023 closure date 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	Description	SRO	Time	Part Number	Qty
H380	A	H380 - Inspect ground cable - Torque fixing	05.10.10	0.1	N/A	N/A
H380	B	H380 - Inspect ground cable - Torque fixing Drive in/drive out	05.10.10 10.10.10	0.1 0.2	N/A	N/A
H380	C	H380 - Inspect ground cable - Renew fixing	05.10.10	0.1	T4K4016	1
H380	D	H380 - Inspect ground cable - Renew fixing Drive in/drive out	05.10.10 10.10.10	0.1 0.2	T4K4016	1

National Warranty Policies and procedures apply



November 00, 2021

Service Action: H380 - Engine to Body Ground Cable Loose

**Vehicle Affected: Jaguar F-PACE
Model Year: 2021**

Dear Jaguar Owner:

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code **H380**) for owners of certain 2021 model year Jaguar F-PACE vehicles noted above.

What is the issue?

A potential concern has been identified on certain 2021 model year Ingenium I6 3.0L petrol F-PACE vehicles where, the engine ground cable located on the left side of the engine compartment may be loose

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will inspect the engine ground cable fixing on your vehicle and replace it if required.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Jaguar retailer, provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program code '**H380**'.

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 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) TEN days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner, using the return postage-paid card 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 e-mail 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
CANADA

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 end.

Jeffrey Peel
Director, Customer Service
Jaguar Land Rover Canada ULC



November 00, 2021

Service Action H380 - Engine to Body Ground Cable Loose

Vehicle Affected: Jaguar F-PACE

Model Year: 2021

Dear Jaguar Owner:

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **H380**) for owners of certain 2021 model year Jaguar F-PACE vehicles noted above.

What is the issue?

A potential concern has been identified on certain 2021 model year Ingenium I6 3.0L petrol F-PACE vehicles where, the engine ground cable located on the left side of the engine compartment may be loose

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will inspect the engine ground cable fixing on your vehicle and replace it if required.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Jaguar retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program code '**H380**'

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.

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Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner, using the return postage-paid card enclosed.

What should you do if you have further questions?

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 e-mail 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

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.

Sincerely,

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

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