

H367NAS2 UPS7921-5B

TECHNICAL BULLETIN

15 DEC 2021



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

Update Prior To Sale - Loss of Steering Assistance

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
E-PACE (X540)	2021	008978-028018

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

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.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

PARTS INFORMATION:

No parts required.

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

SROS

DESCRIPTION	SRO	TIME
Power Steering Control Module (PSCM) - Update ECU	85.57.02	0.2
Drive in/drive out	10.10.10	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

WARRANTY INFORMATION

At the time of confirming a booking for vehicle repair, make sure that all open 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 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.

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.

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
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

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.

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

DIAGNOSTIC INSTRUCTION

NOTES:

- This is NOT a standard software update. The below instructions are for a guided flow within 'ECU functions' on Pathfinder.
- The below guided flow MUST be completed for the correct software to be loaded, as required.

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 357 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the VIN for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.



3.

NOTES:

- This is NOT a standard software update. The below instructions are for a guided flow within 'ECU functions' on Pathfinder.
- The below guided flow MUST be completed for the correct software to be loaded, as required.

Follow the JLR approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'Power Steering Control Module [PSCM]'.
- Select 'ECU Functions'.
- Select 'Power Steering Control Module - Software Update'.
- Follow all on-screen instructions to complete the task.

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4. If required, reset the vehicle to 'Transportation Mode'.
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5. When all of the tasks are complete, exit the session.
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6. Disconnect the  approved diagnostic equipment and the  approved battery support unit.