

# EMISSIONS RECALL H372 - ELECTRIC SUPERCHARGER - INTERMITTENT OPERATION



NAS21.12.007 | RECALL

CAN/USA

AFTERSALES BULLETIN

DECEMBER 15, 2021

**NOTE:** [this recall supercedes Owner Notified Service Action H348 and Bulletin NAS21.09.018](#)

## DESCRIPTION OF ISSUE

An issue has been identified on certain certain 2021 model year Jaguar F-PACE vehicles equipped with the Ingenium I6 3.0L petrol engine, where the electric supercharger experiences intermittent failure. Should the electric supercharger fail to operate, the vehicle will experience reduced performance and may not meet the On-Board Diagnostics (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada

## AFFECTED VEHICLE RANGE

F-PACE

Model Year: ..... 2021

VIN: ..... SADCT2FU0MA664636-SADCJ2EU7MA675253

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

## EFFECT ON VEHICLE OPERATION

Should the electric supercharger fail to operate, the vehicle will experience reduced performance, may illuminate the malfunction indicator lamp (MIL) and not be compliant with emission diagnostic regulations nor pass State Inspection.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailers to replace the Electric Supercharger on their vehicle. There will be no charge to owners for this action under this Program.

Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

## OWNER NOTIFICATION

Owner notification will take place on or before the week of December 20, 2021.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin H372NAS, *Electric Supercharger - Intermittent Operation* for detailed repair instructions.

## PARTS INFORMATION

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner. The engine coolant top-up will be paid under ZZZ001 and is to be locally sourced.

## NOTES:

**An allowance of \$0.50 USD for the authorized modification label and proof of correction label has been provided and should be claimed using code 'ZZZ999'.**

\* When ordering parts, order only the expected percentage demand of parts identified.

\*\* Order quantity of '1-25' will ship as 1 pack of 25 labels.

\*\*\* Order quantity of '1' is a pack of 25 certificates.

DESCRIPTION	PART NUMBER	SUNDRY CODE	QTY/£ VALUE
Authorized modification label	JLM21848		1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849		1***
Electric supercharger	AJ814122		1
Engine coolant top-up	ZZZ001		\$6.87

### TOOLS

Refer to the Technical Bulletin noted above for any required special tools.

### SROs

Description	SRO	Time
H372 - Electric supercharger - Renew	99.02.01.29	1.6
H372 - Electric supercharger - Renew - With <a href="#">Diagnostic Trouble Code(s) (DTC) clear</a>	99.02.01.30	1.7
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.

### TOOLS

Refer to the Technical Bulletin noted above for any required special tools.

### WARRANTY INFORMATION

NOTE: Only vehicles with the Malfunction Indicator Lamp (MIL) illuminated on the Instrument Panel Cluster (Instrument Panel Cluster Control Module (IPC), due to DTC P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the DTCs after installing a new electric supercharger and claim either option code C or D. If the MIL is NOT illuminated, option code A or B must be claimed.

Warranty claims should be submitted quoting program code H372 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.

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.

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 in one visit.

Warranty claims 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 CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY CODE	VALUE
H372	A	H372 - Electric supercharger - Renew	99.02.01.29	1.6	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	B	H372 - Electric supercharger - Renew Drive in/drive out	99.02.01.29 10.10.10	1.6 0.2	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	C	H372 - Electric supercharger - Renew - With DTC clear	99.02.01.30	1.7	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	D	H372 - Electric supercharger - Renew - With DTC clear Drive in/drive out	99.02.01.30 10.10.10	1.7 0.2	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50

*Normal Warranty policies and procedures apply.*

## CUSTOMER REIMBURSEMENT

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost by using the related damage procedure.

The related damage procedure should also be used to reimburse retailers for any additional ancillary parts or service operations not listed in this bulletin that were required to complete the repair.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Claims should be submitted quoting program code H372 and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim for reimbursement should be submitted using option code XX as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

Program Code	Option	Description	Part No.	SRO	Sundry	Value
H372	XX	Reimbursement to owner	As required	As required	ZZZ999	Retailer entered

A copy of the invoice must be appended to the repair order for Warranty Audit purposes.

Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall H372 are included in this process. Only one claim per vehicle for related damages will be accepted.



**USA SAMPLE OWNER LETTER - EMISSIONS RECALL N620**

**IMPORTANT EMISSIONS RECALL**

This notice applies to your vehicle, SAJXXXXXXXXXXXXXX

**December 00, 2021**

**Emissions Recall H372 – Electric Supercharger – Intermittent Operation**

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

**Dear F-PACE Owner:**

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code **H372**) for owners of certain 2021 Model Year Jaguar F-PACE vehicles.

Your vehicle is included in this Recall action.

**What is the issue?**

A potential issue has been identified with the electric supercharger of your vehicle, which may cause the supercharger to operate intermittently. This condition may cause reduced engine performance and illumination of the Malfunction Indicator Lamp (MIL).

**What will Jaguar and your authorized Jaguar retailer do?**

An authorized Jaguar retailer will replace the electric supercharger of your vehicle. There will be no charge for this repair.

**What should you do?**

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program Code '**H372**'.

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 three hours. 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.

**Are you the owner of an affected vehicle registered in California?**

The State of California requires the completion of this service prior to the vehicle's registration renewal. When the required service has been completed, your Jaguar retailer will provide you a Proof of Correction certificate. Please retain this certificate for your records as you may be required to present it to the Department of Motor Vehicles when renewing your registration.

**What if I have previously paid for this repair?**

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

**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 appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Jaguar Customer Relationship Center at **1-800-4JAGUAR (1-800-452-4827)**, and one of our representatives will be happy to assist you.

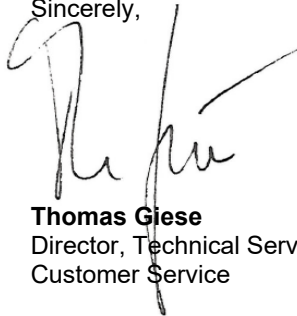
You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

**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,



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



**CANADA SAMPLE OWNER LETTER - EMISSIONS RECALL N620**

**IMPORTANT EMISSIONS RECALL**

This notice applies to your vehicle, SALXXXXXXXXXXXXXXXXX

**December 00, 2021**

**Emissions Recall H372 – Electric Supercharger – Intermittent Operation**

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

**Dear F-PACE Owner:**

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999. Jaguar Land Rover Canada ULC is conducting a no-charge Voluntary Emissions Recall (Program Code **H372**) for owners of certain 2021 Model Year Jaguar F-PACE vehicles.

Your vehicle is included in this Recall action.

**What is the issue?**

A potential issue has been identified with the electric supercharger of your vehicle, which may cause the supercharger to operate intermittently. This condition may cause reduced engine performance and illumination of the Malfunction Indicator Lamp (MIL).

**What will Jaguar and your authorized Jaguar Retailer do?**

An authorized Jaguar retailer will replace the electric supercharger of your vehicle. There will be no charge for this repair.

**What should you do?**

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program Code **'H372'**.

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 three hours. 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.

**What if I have previously paid for this repair?**

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

**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 appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns 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](mailto:jagcweb@jaguarlandrover.com).

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC  
ATTN: Customer Relationship Center  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W OE3  
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.

Sincerely,



**Jeffrey Peel**  
Director, Customer Service  
Jaguar Land Rover Canada ULC



# Technical Questions And Answers



FOR USE ON ENQUIRY

**Jaguar Land Rover Emissions Recall H372**

**Certain 2021 Model Year Jaguar F-PACE vehicles equipped with Ingenium I6 3.0L Petrol Engines for Intermittent Electric Supercharger operation**

A concern has been identified on certain 2021 model year Jaguar F-PACE vehicles equipped with Ingenium I6 3.0L petrol engines where the electric supercharger experiences intermittent operation.

## **Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

## **Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

Should the electric supercharger fail to operate, the vehicle will experience reduced performance and may not meet the OBD malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

## **Question 3**

Can you tell me more about what is wrong with the vehicles?

*Answer*

An investigation discovered the Power Control Board (PCB), which governs the performance of the electric supercharger, was manufactured away from design specification. Should the PCB be vibrated sufficiently in the Y-axis direction a short circuit would occur between a bonding wire and a circuit terminal due to an inadequate distance between the components. The short circuit will subsequently cause the malfunction of the electric supercharger.

## **Question 4**

How would the customer become aware of their vehicle potentially having this concern?

*Answer*

Should the electric supercharger intermittently operate, the customer may experience reduced engine power and increased transient turbocharger lag.

## **Question 5**

Does this concern affect vehicle emissions compliance?

*Answer*

Yes, affected vehicles may not meet the On-Board Diagnostic (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

**Question 6**

Has JLR received many complaints?

*Answer*

Yes, JLR has received several field reports related to this issue.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There are no reports of accidents or injuries or fires as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

An investigation was opened on following field reports from the United States market.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation started on 27 July, 2021.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety and product compliance? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall compliance and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

Production vehicles are manufactured with an electric supercharger which meets design specifications.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

JLR will notify owners, and authorized repairers will renew the electric supercharger with a part that meets design specification.

These vehicles are covered under warranty therefore there will be no charge to owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Jaguar F-PACE 2021 model year - SADCT2FU0MA664636 to SADCJ2EU7MA675253 (selected vehicles within Vehicle Identification Number (VIN) range).

Vehicles manufactured from December 3, 2020 to February 25, 2021

**Question 14**

Are other JLR models affected by this concern?

*Answer*

Yes, certain 2021 model year Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles and certain 2020 and 2021 model year Defender vehicles are affected by this concern, and are being remedied by recall N620 in the US and Canada, and N624 in Japan.

**Question 15**

Is the repair available to rework vehicles?

*Answer*

Yes

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 18**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately two hours.

**Question 19**

Can I safely continue to drive my vehicle until it has been repaired?

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.