

H388NAS1

TECHNICAL BULLETIN

28 JAN 2022



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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:

Service Action - Unable To Disengage All Wheel Drive (AWD)

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
E-PACE (X540)	2021-2022	015497-028198

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

A concern has been identified with certain 2021 and 2022 model year E-PACE vehicles manufactured at the Austria assembly plant, where due to an issue in the Anti-Lock Brake System Control Module Anti-Lock Brake System Control Module (ABS) software, the vehicle will not disconnect the rear driven wheels from the powertrain. The vehicle will remain in All Wheel Drive (AWD) and not de-clutch the rear wheels from the powertrain and self-select 2-wheel drive mode.

ACTION:

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

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
AWD - Update ECU	85.41.02	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 H388 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.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
H388	A	AWD - Update ECU	85.41.02	0.2
H388	B	AWD - Update ECU Drive in/drive out	85.41.02 10.10.10	0.2 0.2

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.

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.

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.

DIAGNOSTIC INSTRUCTION

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 Vehicle Identification Number (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. Follow the JLR approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'All Wheel Drive Module [AWD]'.
- Select 'Update ECU'.
- Follow all on-screen instructions to complete the task.

NOTE:

Pathfinder will automatically update the Driveline Disconnect Control Module (DDCM) if a software update is available at the time the AWD update is completed.

Select 'Flash Only Required'.

- Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.