

SERVICE ACTION H388 - Unable To Disengage All Wheel Drive (AWD)



NAS22.01.010 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JANUARY 28, 2022

DESCRIPTION OF ISSUE

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 (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.

AFFECTED VEHICLE RANGE

E-PACE

Model Year: 2021-2022

VIN: SADFA2BX7M1015497 - SADFA2BX5N1028198

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 ECU All-Wheel Drive Module (AWD) software to the latest level. There will be no charge to owners for this action under this program.

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 H388NAS, Service Action: Unable To Disengage All Wheel Drive (AWD)

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.

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Warranty claims must be submitted quoting the Program Code H388NAS 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 must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
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

** Normal Warranty policies and procedures apply.*