

## DESCRIPTION OF ISSUE

An issue has been identified on certain 2018 model year F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines.

A Powertrain Control Module (PCM) software diagnostic monitoring routine contains a software error. Normal vehicle operation requires the Malfunction Indicator Lamp (MIL) to illuminate when the fueling adaption values are between 0.07% to 0.08% and -0.07% to -0.08% and a Diagnostic Trouble Code(s) (DTC) is set. With the software error present, the MIL will not illuminate as required.

## AFFECTED VEHICLE RANGE

### E-PACE (X540)

Model Year: ..... 2018

VIN: ..... SADFM2GX7J1Z00018 - SADFJ2FXXJ1Z33573

### F-PACE (X761)

Model Year: ..... 2018

VIN: ..... SADCL2FX7JA099582 - SADCJ2FX6JA351697

### XE (X760)

Model Year: ..... 2018

VIN: ..... SAJAJ4FX5JCP18142 - SAJAK4GX3JCP42032

### XF (X260)

Model Year: ..... 2018

VIN: ..... SAJBK4FX8JCY46635 - SAJBF4GX4JCY73365

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

## EFFECT ON VEHICLE OPERATION

With the software error present, the MIL will not illuminate as required. Vehicles in this condition will not meet the emissions monitoring requirements of California emissions regulations.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Jaguar retailer to update the vehicle software to the correct specification. 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 is expected to occur on or before February 28, 2021.

## 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.

Jaguar Land Rover North America, LLC 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 H374NAS, SAFETY RECALL: *Secondary Fuel Adaptions* for detailed repair instructions.

## PARTS INFORMATION

### NOTES:

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

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

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

Description	Part Number	Qty
Authorized modification label	JLM21848	1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***

### TOOLS

Refer to Technical Bulletin noted above for any required tools.

### SROs

Description	SRO	TIME
Powertrain Control Module (PCM) - Update ECU	85.18.03	0.2
Drive in/drive out	10.10.10	0.2

## WARRANTY INFORMATION

Warranty claims should be submitted quoting program code H374 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	Description	SRO	Time	Sundry Code	\$Value
H374	A	PCM - Update ECU	85.18.03	0.2	ZZZ999	\$0.50
H374	B	PCM - Update ECU	85.18.03	0.2	ZZZ999	\$0.50
		Drive in/drive out	10.10.10	0.2		

*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 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 should be made 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.

Claims should be submitted quoting program code H374 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.

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.

<b>Program Code</b>	<b>Option</b>	<b>Description</b>	<b>Part No.</b>	<b>SRO</b>	<b>Sundry</b>	<b>Value</b>
H374	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 Service Action H374 are included in this process.

Only one claim per vehicle for related damages will be accepted.

## **IMPORTANT EMISSIONS RECALL**

This notice applies to your vehicle, **SADXXXXXXXXXXXXXX**

**February 00, 2022**

**Emissions Recall H374 –No MIL illumination during certain ranges of secondary fuel adaptations**

**Vehicles Affected: Jaguar XE, XF, E-PACE, F-PACE**

**Model Year: 2018**

**Dear Jaguar Owner:**

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code **H374**) for owners of certain 2018 Model Year Jaguar XE, XF, E-PACE, F-PACE vehicles.

Your vehicle is included in this Recall action.

### **What is the issue?**

A potential issue has been identified with the diagnostic monitoring software of your vehicle, which may prevent the required illumination of the Malfunction Indicator Light (MIL) under certain operating conditions. This issue does not affect your vehicle's performance.

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

An authorized Jaguar retailer will update your vehicle's Powertrain Control Module (PCM) software to the latest level to ensure its proper functionality. 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 '**H374**'.

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 thirty minutes, although your retailer may need your vehicle for a longer period of 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 notice to your lessee within TEN (10) days.

**Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would greatly 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 Centre at 1-800-637-6837, **Option 9**, and one of our representatives will be happy to assist you.

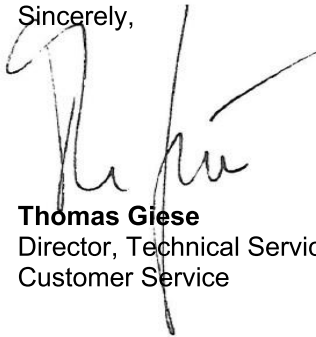
You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com),

**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,



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

# Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover Emissions Recall H374

**Certain 2018 Model Year F-PACE, E-PACE, XE and XF Vehicles Equipped with Ingenium I4 2.0L Petrol Engines for Powertrain Control Module (PCM) Software update**

A concern has been identified on certain 2018 model year F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines, whereby a PCM software diagnostic monitoring routine contains a software error.

## **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*

A discussion with the California Air Resources Board (CARB), resulted in an agreement to remedy vehicles at next service opportunity, with the requirement to review any remaining affected vehicles after a 3-year period had elapsed. As the 3-year period has now elapsed, an internal review of vehicle rectifications which had been completed to date, and identification of a remaining population of vehicles to be subject to a further field action, as advised by CARB.

## **Question 3**

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

*Answer*

Normal vehicle operation requires the Malfunction Indicator Lamp (MIL) to illuminate where the fueling adaption values are between 0.07% to 0.08% and -0.07% to -0.08% and a Diagnostic Trouble Code(s) (DTC) is set. With the software error present, the MIL will not illuminate as required.

## **Question 4**

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

*Answer*

Customers will be unaware of the issue.

## **Question 5**

Does this concern affect vehicle compliance?

*Answer*

Yes. Vehicles in this condition will not meet the emissions monitoring requirements of California emissions regulations.

**Question 6**

Has JLR received many complaints?

*Answer*

No, there have been no customer complaints of this issue.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There are no accidents, injuries or fires known to be related to this issue.

**Question 8**

How was the concern discovered?

*Answer*

In April, 2018, an Engineering investigation into anomalies identified during 2019 model year design validation testing identified the error contained on the 2018 model year software in the PCM.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation was opened in April 2018.

**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? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall 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 the latest level of software.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to a Jaguar approved retailer/authorized repairer who will update the vehicle with the latest software.

There will be no charge to owners for this repair.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Certain 2018 model year Jaguar F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines.

F-Pace 2018 model year vehicles - SADCL2FX7JA099582 to SADCJ2FX6JA351697 (selected vehicles within Vehicle Identification Number (VIN) range.

XE 2018 model year vehicles - SAJAJ4FX5JCP18142 to SAJAK4GX3JCP42032 (selected vehicles within VIN range.

XF 2018 model year vehicles - SAJBK4FX8JCY46635 to SAJBF4GX4JCY73365 (selected vehicles within VIN range.

E-Pace 2018 model year vehicles - SADFM2GX7J1Z00018 to SADFJ2FXXJ1Z33573 (selected vehicles within VIN range.

Manufactured at Castle Bromwich, Solihull and Magna Graz plants from November 9, 2016 to July 5, 2018.

**Question 14**

Are other JLR models affected by this concern?

*Answer*

Yes, certain 2018 model year Range Rover Velar, Discovery Sport and Range Rover Evoque vehicles equipped with Ingenium I4 2.0 L petrol engines, which are being remedied by emissions recall campaign N622.

**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 30 minutes. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Question 19**

Can I continue to drive my vehicle safely 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 JLR Corporate Affairs office.