



SERVICE ACTION

Global Service Action
Number: H388NAS2

Subject: Unable To Disengage All Wheel Drive (AWD)	Publication No.: H388NAS2
	Model: E-PACE (X540)
	Model Year: 2021 - 2022
	Date of Issue: 21 April 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved <u>JLR</u> retailer/authorized repairer
Related Information:	<p>NOTE: The information in this campaign 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 <u>JLR</u> retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized <u>JLR</u> retailer/authorized repairer to determine if this campaign applies to a specific vehicle</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign This campaign has been updated to include TOPIx Cloud Diagnostic instructions</p>

DESCRIPTION OF DEFECT

A potential concern has been identified on specific vehicles within the above vehicle range.

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.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Check the JLR claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.

At the time of confirming a booking for a vehicle repair, make sure that all outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Yours faithfully

5/4/22, 8:48 AM

Simon Barnes

Global Customer Service Quality Director

Unable To Disengage All Wheel Drive (AWD)

SERVICE INSTRUCTION - H388NAS2



NOTE: The information in this campaign 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 Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

SROs

Description	SRO	Time
All wheel drive module (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

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 [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Table of Contents
REMOVAL AND INSTALLATION: TRAINING MATERIAL - TOPIx CLOUD DIAGNOSTICS
REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS

TRAINING MATERIAL - TOPIX CLOUD DIAGNOSTICS

1. For further assistance using TOPIx Cloud Diagnostics, refer to the below training material, which is located on the Jaguar and Land Rover Excellence websites.
 - **QDMX01932:** Diagnostic Device Agent Installation
 - **QDMX02118:** Diagnostics Tool Capability
 - **QDMX02216:** Running an Application
 - **QDMX02401:** Service and [Pre-Delivery Inspection \(PDI\)](#), Module Programming
 - **QDMX02403:** Fault and Breakdown
 - **QDM102757:** Data logging POC systems and repair
 - **QDM102654:** TOPIx Cloud Enhancements: Service and [PDI](#), Module Programming.

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [AWD](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.
8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.