



## SERVICE ACTION

Service Action  
Number: H327v4

Subject:  <b>Charge Cable Plug Unable to Lock or Unlock</b>	Publication No.: H327v4
	Model: I-PACE (X590)
	Model Year: 2021
	Date of Issue: 21 July 2022
	Expiry Date: 31 March 2023

To:	Jaguar Land Rover North America, LLC
For the Attention of:	The approved JLR retailer/authorized repairer - USA and Canada
Important:	<b>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 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. This campaign has been updated to include TOPIx Cloud Diagnostic instructions. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</b>

### DESCRIPTION OF ISSUE

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

On certain 2021 model year I-PACE vehicles, the charge cable may fail to lock or unlock. In some cases the customer may be unable to charge the vehicle or remove the charge cable.

### ACTION TO BE TAKEN

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

Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

**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 Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.**

**An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.**

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

## SERVICE INSTRUCTION - H327V4



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 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
Battery Charger Control Module (BCCM) - Update - Replace ECU	85.86.18	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 H327 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
H327	A	<a href="#">BCCM</a> - Update - Replace ECU	85.86.18	0.2
H327	B	<a href="#">BCCM</a> - Update - Replace ECU Drive in/drive out	85.86.18 10.10.10	0.2 0.2

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\)](#) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.



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.

### Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

## DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

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 [BCCM](#) -

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.

Sample Customer Letter

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Bulletin Number: H327

Date: month/year

## An important message for owners of I-PACE vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of 2021 model year I-PACE vehicles.

### **Reason for this bulletin**

Some customers have reported difficulty in successfully inserting the charge plug for charging: the cable has failed to lock and the vehicle has been unable to charge. In isolated incidents, the customer has been unable to remove the charge cable from the vehicle.

### **What will your Jaguar Land Rover retailer/authorized repairer do?**

We will install a software update to the charging system. This update will ensure that the charge cable can always be released via the charge cable release button in case of a failed insertion, such that a second attempt to insert the cable can always be made.

This will be done free of charge under the terms of this program. Until the action can be completed, you can reduce incidence of this issue by ensuring the charge plug is fully engaged with a firm push when charging the vehicle.

### **How long will it take?**

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your retailer or authorized repairer will advise how long they will need your vehicle when you make the booking.

### **What we are asking you to do**

Call us or your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your VIN (located at the beginning of this letter) and vehicle registration number, ask for a repair date for H327. If you do not have a retailer/authorized repairer, please access [www.jaguar.co.uk](http://www.jaguar.co.uk) or [www.jaguar.com](http://www.jaguar.com) for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the retailer/authorized repairer Service Manager for assistance.

If you still have concerns, contact the Jaguar Land Rover Limited Customer Relationship Centre and one of our representatives will be happy to assist you.

Phone: 0345 303 2303 or (enter phone number), Office hours: Monday-Friday: 8:30AM - 5:30PM or (enter working days and times).

Thank you for attending to this important matter.

Yours sincerely

[Enter Name]

[Enter Job Title]