

H372NAS1

TECHNICAL BULLETIN

15 DEC 2021



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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:

Emissions Recall - Electric Supercharger - Intermittent Operation

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2021	664636-675253

MARKETS:

CANADA, USA

CONDITION SUMMARY:

NOTE:

This recall supersedes Owner Notified Service Action H348.

SITUATION:

An issue has been identified on certain 2021 model year Jaguar F-PACE vehicles equipped with the Ingenium I6 3.0L petrol engine, where the electric supercharger experiences intermittent failure. Should the electric supercharger fail to operate, the vehicle will experience reduced performance and may not meet the On-Board Diagnostics (OBD) malfunction detection requirements of California Air Resources Board (CARB) code of regulations, Title 13, section 1968.5 and equivalent regulations in Canada.

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 procedure(s) detailed in this Technical Bulletin. 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

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner. The engine coolant top-up will be paid under ZZZ001 and to be locally sourced.

NOTES:

- An allowance of \$0.50 USD for the authorized modification label has been provided and should be claimed using code 'ZZZ999'.
- * When ordering parts, order only the expected percentage demand of parts identified.
- ** Order quantity of '1-25' will ship as 1 pack of 25 labels.
- *** Order quantity of '1' is a pack of 25 certificates.

DESCRIPTION	PART NUMBER/SUNDRY CODE	QTY/£ VALUE
Authorized modification label	JLM21848	1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***
Electric supercharger	AJ814122	1
Engine coolant top-up	ZZZ001	\$6.87

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

SROS

DESCRIPTION	SRO	TIME
H372 - Electric supercharger - Renew	99.02.01.29	1.6
H372 - Electric supercharger - Renew - With Diagnostic Trouble Codes (DTC) clear	99.02.01.30	1.7
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

NOTES:

- Only vehicles with the Malfunction Indicator Lamp (MIL) illuminated on the Instrument Panel Cluster (Instrument Panel Cluster Control Module (IPC)), due to DTC P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the DTCs after installing a new electric supercharger and claim either option code C or D. If the MIL is NOT illuminated, option code A or B must be claimed.
- 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.

Warranty claims should be submitted quoting program code H372 together 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	PART NUMBER/SUNDRY CODE	QTY/£ VALUE
H372	A	H372 - Electric supercharger - Renew	99.02.01.29	1.6	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	B	H372 - Electric supercharger - Renew Drive in/drive out	99.02.01.29 10.10.10	1.6 0.2	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	C	H372 - Electric supercharger - Renew - With <u>DTC</u> clear	99.02.01.30	1.7	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50
H372	D	H372 - Electric supercharger - Renew - With <u>DTC</u> clear Drive in/drive out	99.02.01.30 10.10.10	1.7 0.2	AJ814122 ZZZ001 ZZZ999	1 \$6.87 \$0.50

Warranty claims should be submitted in accordance with the current JLR Global Warranty 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

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 when this bulletin has been paid/accepted.

Claims should be submitted quoting program code H372 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.

PROGRAM CODE	OPTION	DESCRIPTION	PART NO.	SRO	SUNDRY	VALUE
H372	XX	Reimbursement to owner	As required	As required	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall H372 are included in this process. Only one claim per vehicle for related damages will be accepted.

SERVICE INFORMATION

1. Make a note if the **MIL** light is illuminated on the Instrument Panel Cluster (IPC) before completing the Service Instruction.

SERVICE INSTRUCTION

1.

NOTE:

During the partial cooling system drain, the engine coolant must be collected in a clean container and re-used.

Renew the electric supercharger (see TOPIx Workshop Manual section 303-12D: Intake Air Distribution and Filtering - INGENIUM I6 3.0L Petrol - Removal and Installation - Electric Supercharger).

DIAGNOSTIC INSTRUCTION

NOTE:

Only vehicles with the **MIL** illuminated on the Instrument Panel Cluster (**IPC**), due to **DTC** P00B0-49 being stored in the **PCM**, must clear the **DTCs** after installing a new electric supercharger and claim either option code C or D. If the **MIL** is NOT illuminated, option code A or B must be claimed.

All vehicles

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 342 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.

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2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
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3. Follow the JLR approved diagnostic equipment prompts.
 - Select 'ECU Diagnostics'.
 - Select 'Turbocharger/Supercharger Control Module [Turbocharger / Supercharger Control Module (TSCM)]'.
 - Select 'Update ECU'.
 - Follow all on-screen instructions to complete the task.

Vehicles with the **MIL** illuminated before the Service Instruction was completed **ONLY**

4. Select 'Powertrain Control Module [PCM]'.
 - Select 'Clear **DTCs**'.
 - Follow all on-screen instructions to complete the task.

All vehicles

5. If required, reset the vehicle to 'Transportation Mode'.
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6. When all of the tasks are complete, exit the session.
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7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.