



# SERVICE ACTION

Global Service Action  
Number: H427

<b>Subject:</b>  <b>Blanking Plug Oil Leak</b>	Publication No.: H427
	Model: F-PACE (X761)
	Model Year: 2021 - 2022
	Date of Issue: 06 February 2023
	Expiry Date: 28 February 2025

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	<p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR 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.</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE

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

On certain 2021 and 2022 model year Jaguar F-PACE vehicles, the cylinder block vacuum pipe blanking plug becomes detached, resulting in an engine oil leak and stress on crank case breather system.

### ACTION TO BE TAKEN

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

# SERVICE INSTRUCTION - H427

## Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Part Number/Sundry code	Qty/value(£)
Blanking plug	T4N24801	1
<a href="#">Air Conditioning (A/C)</a> pipe O-ring	J9D1170	1
<a href="#">A/C</a> pipe O-ring	J9D1172	1
Engine coolant	ZZZ999	5.00

## SROs

Description	SRO	Time
Cylinder block vacuum pipe blanking plug - Renew	12.25.36	2.3
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 H427 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(£)
H427	A	Cylinder block vacuum pipe blanking plug - Renew	12.25.36	2.3	T4N24801 J9D1170 J9D1172 ZZZ999	1 1 1 5.00
H427	B	Cylinder block vacuum pipe blanking plug - Renew Drive in/drive out	12.25.36 10.10.10	2.3 0.2	T4N24801 J9D1170 J9D1172 ZZZ999	1 1 1 5.00



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.

## 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).

# SERVICE INSTRUCTION

NOTES:



Some variation in the illustrations may occur, but the essential information is always correct.



Some components shown removed for clarity.

1. Renew the cylinder block vacuum pipe blanking plug (see TOPIx Workshop Manual section 303-01D: Engine - INGENIUM I6 3.0L Petrol - Removal and Installation - Cylinder Block Vacuum Pipe Blanking Plug).

**SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY**

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

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: H427

Date: month/year

**An important message for owners of F-PACE vehicles**

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2021 and 2022 Model Year F-PACE vehicles with 6-cylinder 3.0L Ingenium Petrol engines.

**Why are we contacting you?**

Some customers have reported an oil leak from the engine due to a detachment of the cylinder block vacuum pipe blanking plug.

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

We will replace the vacuum pipe blanking plug on your vehicle. This will be done free of charge under the terms of this program.

**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 your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for H427. 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.

Thank you for attending to this important matter.

Yours sincerely

Head of Business