



SERVICE ACTION

Global Service Action
Number: H461v2

Subject: Belt Integrated Starter Generator (BISG) Charging Inoperative on First Startup	Publication No.: H461v2
	Model: E-PACE (X540)
	Model Year: 2024
	Model: F-PACE (X761)
	Model Year: 2023 - 2024
	Model: XE (X760)
	Model Year: 2023 - 2024
	Model: XF (X260)
	Model Year: 2023 - 2024
	Date of Issue: 22 November 2023
Expiry Date: 30 November 2025	

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<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 is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>This campaign has been updated to inform JLR retailers/authorized repairers that the Starter Generator Control Module (SGCM) - Software Enhancement application must be completed for every vehicle.</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 2023 and 2024 model year Mild Hybrid Electric Vehicle (MHEV) Jaguar vehicles the Belt Integrated Starter Generator (BISG) goes into fail safe mode on first startup, resulting in no charging of the 48V and 12V battery. The SGCM needs to be updated to enhance the software and prevent the BISG from going into fail safe mode.

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, 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 - H461V2

Changes are highlighted in blue

SROs

Description	SRO	Time
Starter Generator Control Module (SGCM) software enhancement	05.10.20	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 H461 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
H461	A	SGCM software enhancement	05.10.20	0.2
H461	B	SGCM software enhancement Drive in/drive out	05.10.20 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.

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, email jircamp@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.

 NOTES:

- **ALL VEHICLES MUST COMPLETE THE FOLLOWING APPLICATION.**
- **By selecting the link below TOPIx Cloud Diagnostics will guide the user directly to application to be completed.**
- **The application will read the hardware level and update the primary bootloader as required.**

Complete the [SGCM](#) Software Enhancement application, follow the on-screen instructions to complete the application -


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 - FOR INFORMATION ONLY

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H461

Date: month/year

An important message for owners of E-PACE, F-PACE, XE and XF vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2024 model year E-PACE and 2023 to 2024 model year F-PACE, XE and XF vehicles.

Why are we contacting you?

We have found on certain 2023 and 2024 model year Mild Hybrid Electric Vehicle (MHEV) E-PACE, F-PACE, XE and XF vehicles the Belt Integrated Starter Generator (BISG) goes into fail safe mode on first startup, resulting in no charging of the 48V and 12V battery. The Starter Generator Control Module (SGCM) needs to be updated to enhance the software and prevent the BISG from going into fail safe mode.

What will your JLR retailer/authorized repairer do?

We will update the software. 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 JLR 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 H461. If you do not have a retailer/authorized repairer, access www.jaguar.co.uk or 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