



SAFETY RECALL H056 (NHTSA # 17V678):  
VIRTUAL INSTRUMENT (IC) CLUSTER GOING  
BLANK

SERVICE BULLETIN

08-NOV-17

NO.: 7-139USA

SEC.: RECALL

MKT.: USA

*Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2016-2018 model year Jaguar vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.*

*United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.*

*United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000.00 per vehicle.*

*This Recall Service Bulletin serves as notification to all retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.*

THIS BULLETIN UPDATES 7-138USA

**DESCRIPTION OF ISSUE**

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

**AFFECTED VEHICLE RANGE**

**NOTE: Instrument Cluster (IC) software is currently available for only those 2018 model year F-PACE, XE, and XF vehicles listed within the Affected Vehicle Range.**

**2017MY F-PACE and XF and 2016-18MY XJ vehicles affected by Safety Recall H056 cannot be repaired using the Technical Bulletin noted below. These vehicles will be included in an updated Technical Bulletin when the necessary IC software is available and until then all unsold new vehicles must remain on HOLD.**

F-PACE (X761)

- Model Year: ..... 2017
- VIN: ..... SADCK2BV3HA081291-SADCM2BV7HA099996
- Model Year: ..... 2018
- VIN: ..... SADCL2FXXJA099558-SADCM2FV3JA099607
- ..... SADCL2EV2JA240011-SADCL2EV6JA266899

XE (X760)

- Model Year: ..... 2018
- VIN: ..... SAJAN4EV0JCP16870-SAJAL4EV8JCP28108

XF (X260)

- Model Year: ..... 2017
- VIN: ..... SAJBM4BV8HCY40374-SAJBM4BV6HCY52149

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Model Year: ..... 2018  
VIN: ..... SAJBM4FV4JCY53235-SAJBM2FV4JCY62702

XJ (X351)

Model Year: ..... 2016  
VIN: ..... SAJWA2G7XG8W03265-SAJWA1CE4GMW03736  
Model Year: ..... 2017  
VIN: ..... SAJWJ1CD4H8W03740-SAJWA2GE7HMMW12691  
Model Year: ..... 2018  
VIN: ..... SAJWA2EK7JMW11393-SAJWA2EK7JMW11393

A total of 7,036 vehicles are potentially involved in the United States and Federalized Territories. Visit the Jaguar Business Network (JBN) website for a list of affected unsold (as of 01 November 2017) vehicles.

### **EFFECT ON VEHICLE OPERATION**

Without the Instrument Cluster displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

### **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will download the latest software to the vehicle.

There will be no charge to owners for this action.

### **OWNER NOTIFICATION**

Owner notification is expected to occur on or before 19 December 2017.

### **ACTION TO BE TAKEN**

Check DDW to ensure that the vehicle is affected by this Program prior to undertaking any rework 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 rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

Refer to Technical Bulletin H056NAS, *SAFETY RECALL: Virtual Instrument Cluster (IC) Going Blank*, for detailed repair instructions.

### **PARTS**

No parts required.

### **TOOLS**

Refer to the Technical Bulletin referenced above for any required special tools.

### **WARRANTY**

**NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive

in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPlx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PARTS / SUNDRY CODE</b>	<b>QTY. / VALUE</b>
<b>H056</b>	<b>B</b>	Virtual Instrument Cluster - Update	88.90.18	2.0	-	-
<b>H056</b>	<b>C</b>	Virtual Instrument Cluster - Update	88.91.18	2.0	-	-
		Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*