



SERVICE ACTION H032: 'RESTRICTED PERFORMANCE' MESSAGE DISPLAYED IN THE INSTRUMENT CLUSTER (IC)

SERVICE BULLETIN

31-JUL-17

NO.: 6-361NAS

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range which may display a 'Restricted Performance' message in the Instrument Cluster (IC).

AFFECTED VEHICLE RANGE

F-PACE (X761; Ingenium I4 2.0L Diesel)

Model Year: 2017

VIN: 045428-099996; 488002-499998; 880002-899840

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 27 July 2017).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Powertrain Control Module (PCM) software to the latest level. There will be no charge to owners for this action under this program.

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.

Refer to Technical Bulletin H032NAS, *Service Action: 'Restricted Performance' Message Displayed in the Instrument Cluster (IC)*, 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 TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 July 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H032	B	Configure existing Powertrain Control Module (PCM)	86.99.26	0.20	-	-
H032	C	Configure existing Powertrain Control Module (PCM)	86.99.26	0.20	-	-
		Drive in/drive out	10.10.10	0.20	-	-
H032	D	Configure existing Powertrain Control Module (PCM)	86.99.26	0.20	-	-
		Disengage/re-engage transit mode	86.93.93.01	0.10	-	-
H032	E	Configure existing Powertrain Control Module (PCM)	86.99.26	0.20	-	-
		Disengage/re-engage transit mode	86.93.93.01	0.10	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.