



SERVICE ACTION H100: CLIMATE CONTROL BLOWING COLD AIR ON ONE SIDE

SERVICE BULLETIN

07-MAR-18

NO.: 6-377NAS

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 the air blowing through one side of the vehicle is noticeably cooler than the air blowing through the other side of the vehicle, regardless of the set temperature. This is therefore affecting the ability to set a constant comfortable temperature within the passenger compartment.

AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: 2018

VIN: Z00104-Z10104

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 07 March 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Climate Control Module to the latest software. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system 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 H100NAS, *Service Action: Climate Control Blowing Cold Air on One Side*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

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

WARRANTY

NOTE: use the [Jaguar Land Rover claims submission system](#) 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 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 the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the 28 February 2020 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
H100	A	Configure Existing Climate Control Module	86.99.83	0.2	-	-
H100	B	Configure Existing Climate Control Module	86.99.83	0.2	-	-
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.