



# SERVICE ACTION H113: HVAC COMPRESSOR FUNCTIONALITY

# SERVICE BULLETIN

10-MAY-18

NO.: 6-386NAS

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 where if the vehicle has had Service Action H100, *Climate Control Blowing Cold Air on One Side*, performed prior to 20 March 2018 and the air conditioning compressor run-in routine not carried out will experience reduced Heating, Ventilation, and Air Conditioning (HVAC) system cooling performance as the compressor will not function as intended.

## AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: ..... 2018

VIN: ..... Z00375-Z10090

## SERVICE PROGRAM / REWORK ACTION

Retailers will perform the Air Conditioning Compressor run-in diagnostic routine. 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 H113NAS, *Service Action: HVAC Compressor Functionality*, 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 30 April 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
<b>H113</b>	<b>A</b>	Run in air conditioning compressor - diagnostic routine	85.80.01	0.20	-	-
<b>H113</b>	<b>B</b>	Run in air conditioning compressor - diagnostic routine	85.80.01	0.20	-	-
		Drive in/drive out	10.10.10	0.20	-	-

*Normal Warranty policies and procedures apply.*

## SERVICE ACTION H113: SAMPLE OWNER LETTER - CANADA

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May 2018

### **Service Action H113: HVAC Compressor Functionality**

**Vehicle Affected: Jaguar E-PACE**  
**Model Year: 2018**

#### **Dear Jaguar E-PACE Owner,**

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H113) for owners of certain 2018 model year Jaguar E-PACE vehicles.

#### **What is the issue?**

A potential quality issue has been identified where the air conditioning compressor may not function as intended and will not provide chilled air into the cabin.

#### **What will Jaguar and your Jaguar Retailer do?**

An authorized Jaguar retailer will perform a software routine on your vehicle to make sure the air conditioning compressor operates as intended. There will be no charge for this repair under this program.

#### **What should you do?**

Contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H113'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

#### **Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

#### **What should you do if you have further questions?**

If you have any questions regarding this program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Canada Customer Relationship Center at 1-800-668-6257.

You may also contact us by email using the following address: [jagcweb@jaguarlandrover.com](mailto:jagcweb@jaguarlandrover.com). If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W 0E3

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky  
Customer Relationship Center Manager

Sample

# SERVICE ACTION H113: SAMPLE OWNER LETTER - USA

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May 2018

## Service Action H113: HVAC Compressor Functionality

**Vehicle Affected: Jaguar E-PACE**  
**Model Year: 2018**

### Dear Jaguar E-PACE Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code H113) for owners of certain 2018 model year Jaguar E-PACE vehicles.

### What is the issue?

A potential quality issue has been identified where the air conditioning compressor may not function as intended and will not provide chilled air into the cabin.

### What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will perform a software routine on your vehicle to make sure the air conditioning compressor operates as intended. There will be no charge for this repair under this program.

### What should you do?

Contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H113'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

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### Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

### What should you do if you have further questions?

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a horizontal line extending to the right.

Peter Pochapsky  
Customer Relationship Center Manager

Sample