



UPDATE PRIOR TO SALE UPS11917 [H079]:
ANTI-LOCK BRAKING SYSTEM (ABS) MODULE
WATER INGRESS

SERVICE BULLETIN

23-APR-18

NO.: 6-381NAS

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

**DESCRIP
TION OF ISSUE**

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where ground wire connection to the Anti-lock Brake System (ABS) control module may not be fully sealed. This may allow water to leak into the ABS module and cause the illumination of certain warning lamps, including ABS and Dynamic Stability Control (DSC).

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: 2018

VIN: Z00104-Z05013

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 23 April 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will inspect and seal the ABS control module ground cable and, if necessary, replace the ABS control module and Engine Compartment Harness.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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.

Refer to Technical Bulletin H079 UPS11917-3bNAS, *Update Prior to Sale: Anti-Lock Braking System (ABS) Module Water Ingress*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

The repair requires two (2) 4mm strips of butyl tape. This is a consumable and should be readily available in the workshop.

If a vehicle fails the inspection procedure and requires an Anti-lock Brake System (ABS) Control Module and Engine Compartment Harness, follow the standard part procurement process. Send an email to jlrcamp@jaguarlandrover.com to expedite the supply of these components.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PART
Anti-Lock Brake System (ABS) Module	J9C9375	1	1
Engine Compartment Harness	J9C11007	1	1
Bush	C2P5224	1	1
Seal & Nut	T4A2690	1	1
Gasket	T4A12220	1	1
Insert (Ring)	J9C7817	1	1
Insert (Ring)	J9C7818	1	1
O-ring (13.7 x 2.5 mm)	J9C7820	1	1
O-ring (9.5 x 2.5 mm)	C2Z14586	1	1
*Brake fluid	*ZZZ001	*\$26.00 USD	1

* - an allowance of \$26.00 (or local equivalent) has been provided to cover the cost of the brake fluid. Claim using Sundry Code 'ZZZ001'.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

If a vehicle fails the inspection procedure, send an email to jlrcamp@jaguarlandrover.com with the VIN, retailer code, and retailer name. Continue to hold all vehicles that fail the inspection procedure.

At the time of confirming a booking for vehicle repair, make sure 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 at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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 20 December 2018 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
H079	A	Inspect and seal ground cable	05.10.50	0.5	-	-
H079	B	Inspect and seal ground cable	05.10.50	0.5	-	-
		Drive in/drive out	10.10.10	0.2	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H079	C	*Engine Compartment Harness - Renew	*86.70.81	*11.0	J9C9375 J9C11007 C2P5224 T4A2690 T4A12220 J9C7817 J9C7818 J9C7820 C2Z14586 **ZZZ001	1 1 1 1 1 1 1 1 1 **\$26.00
		Configure A.B.S. Control Module	86.99.33	0.2	-	-
H079	D	*Engine Compartment Harness - Renew	*86.70.81	*11.0	J9C9375 J9C11007 C2P5224 T4A2690 T4A12220 J9C7817 J9C7818 J9C7820 C2Z14586 **ZZZ001	1 1 1 1 1 1 1 1 1 **\$26.00
		Configure A.B.S. Control Module	86.99.33	0.2	-	-
		Drive in/drive out	10.10.10	0.2	-	-

* - the SRO and time to replace the Anti-lock Brake System (ABS) control module are included in the SRO and time for the Engine Compartment Harness.

** - an allowance of \$26.00 (or local equivalent) has been provided to cover the cost of the brake fluid. Claim using Sundry Code 'ZZZ001'.

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.