



DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where if the engine coolant temperature is below 70° Celsius (158° Fahrenheit) in over-run, the engine runs using the incorrect level of mapping. In this region, the map is too retarded and may cause misfires which overheat the catalytic converter, resulting in damage.

AFFECTED VEHICLE RANGE

XF (X250; GTDi 2.0L petrol)

Model Year: 2013

VIN: S51675-S99956; U00003-U08981

OWNER NOTIFICATION

Owners will receive a notification by mail on or before the week of 26 August 2018.

SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer who 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

Use the Jaguar Land Rover claims submissions 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. Affected vehicles already in the hands of owners should be updated at the next available opportunity.

Refer to Technical Bulletin H058NAS, *Service Action: GTDi Catalytic Converter Efficiency*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the [Jaguar Land Rover claims submissions system](#) to make sure that the 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 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.

Warranty claims 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
H058	B	Update ECU - Powertrain Control Module (PCM)	86.99.13	0.3	-	-
H058	C	Update ECU - Powertrain Control Module (PCM)	86.99.13	0.3	-	-
		Drive in/drive out	10.10.10	0.2	-	-

Normal Warranty policies and procedures apply.

SERVICE ACTION H058: SAMPLE OWNER LETTER - CANADA

August 2018

Service Action H058: GTDi Catalytic Converter Efficiency

Vehicle Affected: Jaguar XF

Model Year: 2013

Dear Jaguar XF Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H058) for owners of certain 2013 model year Jaguar XF vehicles fitted with the GTDi 2.0L Petrol engine.

What is the issue?

This program has been developed to prevent an engine Malfunction Indicator Lamp (MIL) displaying on the Instrument Cluster (IC) due to the On-Board Diagnostics (OBD) monitor detecting low catalyst efficiency.

The current engine calibration can lead to high operating temperatures, and the higher temperatures experienced can reduce the catalyst efficiency over time, eventually causing the MIL to appear.

What will Jaguar and your Jaguar Retailer do?

Under this Program, an authorized Jaguar retailer will update your vehicle's Powertrain Control Module (PCM) software to the latest level.

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 **'H058'**.

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. 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.

Yours Sincerely,



Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

August 2018

Service Action H058: GTDi Catalytic Converter Efficiency

Vehicle Affected: Jaguar XF
Model Year: 2013

Dear Jaguar XF Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code H058) for owners of certain 2013 model year Jaguar XF vehicles fitted with the GTDi 2.0L Petrol engine.

What is the issue?

This program has been developed to prevent an engine Malfunction Indicator Lamp (MIL) displaying on the Instrument Cluster (IC) due to the On-Board Diagnostics (OBD) monitor detecting low catalyst efficiency.

The current engine calibration can lead to high operating temperatures, and the higher temperatures experienced can reduce the catalyst efficiency over time, eventually causing the MIL to appear.

What will Jaguar and your Jaguar Retailer do?

Under this Program, an authorized Jaguar retailer will update your vehicle's Powertrain Control Module (PCM) software to the latest level.

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 **'H058'**.

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. 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 that reads "Eric K. Johnston". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Eric Johnston
Vice President Customer Service
Jaguar Land Rover North America, LLC

Sample