



JTB00647NAS1

TECHNICAL BULLETIN

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

412-01

SUBJECT/CONCERN:

Unpleasant Odor From HVAC System - Worse In Hot Conditions

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2019 Onwards	289532 Onwards
XE (X760)	2019 Onwards	P36197 Onwards
XF (X260)	2019 Onwards	Y66520 Onwards

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

An unpleasant odor may be evident in the passenger compartment when using the Heating Ventilation Air Conditioning (HVAC) system, more noticeable in hot conditions.

CAUSE:

This may be caused by a contaminated interior air filter.

ACTION:

Should a customer express this concern, follow the Workshop Procedure below.

PARTS:

PART NUMBER	DESCRIPTION	QUANTITY
C2S52338	Pollen filter	1

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY: **NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.

- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Filter - Interior air - Renew - F-PACE	76.10.09	0.5	49	C2S52338
Filter - Interior air - Renew - XE	76.10.09	0.3	49	C2S52338
Filter - Interior air - Renew - XF	76.10.09	0.3	49	C2S52338

NOTE:

Normal Warranty procedures apply.

WORKSHOP PROCEDURE:

1 Confirm that there are no fluid and/or exhaust system leaks from the engine compartment.

- If a fluid and/or exhaust system leak is not found, go to the next Step.
- If a fluid and/or exhaust system leak is found, investigate and repair as a separate claim before continuing.

2 Confirm that there are no fluid leaks from the windshield washer system.

- If a fluid leak is not found, go to the next Step.
- If a fluid leak is found, investigate and repair as a separate claim before continuing.

3 Start the engine.

- Set the Heating Ventilation Air Conditioning (HVAC) system settings to 26°C/26°C (79°F/79°F).
- Select '**recirculation**'.
- Close all windows and doors.
- Let system/engine run for 5 minutes.

- Switch the engine OFF.

4

 **NOTE:**

The Interior air filter may be referred to as Pollen filter in the Workshop Manual.

Renew the interior air filter (see TOPIx Workshop Manual section 412-01: Climate Control - Removal and Installation - Interior Air Filter).

5

Return the vehicle and advise the customer of the following:

- The HVAC system will work best at controlling odor when the '**AUTO**' function is used.
- Activation of latched recirculation mode will greatly increase the risk of odor, as the system will receive less cleaning from fresh air.
- If the customer wishes to use the HVAC system on the 'Lo/Lo' setting, advise them that it would be better used at 16°C/16°C - 18°C/18°C (61°F/61°F - 65°F/65°F) as this will help to let in more fresh air, reducing the chance of unpleasant odors.