



SERVICE ACTION H117: UNSEALED SPLICES ON REAR AXLE AND PASSENGER COMPARTMENT HARNESS

SERVICE BULLETIN

24-JUL-18

NO.: 6-396NAS

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A limited number of Jaguar vehicles within the listed Affected Vehicle Range may have unsealed splices in the wet area on the rear axle and passenger compartment harnesses. Water ingress may lead to numerous failure states across the powertrain and comfort Controller Area Networks (CAN), resulting in Malfunction Indicator Lamps (MIL) and/or warning messages on the Instrument Cluster.

AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: 2018

VIN: Z08161-Z19553

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Jaguar retailer who will. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of 30 July 2018.

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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H117NAS, *Service Action: Unsealed Splices on Rear Axle and Passenger Compartment Harness*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Rear Differential Control Module (RDCM) - Without Active Driveline	C2S52625	1	1
Rear Axle Harness - Without Active Driveline	J9C13735	1	1
Rear Differential Control Module (RDCM) - With Active Driveline	J9C7754	1	1
Bolts - Driveshaft - With Active Driveline	C2Z15150	6	1

Jaguar Land Rover North America, LLC
 100 Jaguar Land Rover Way
 Mahwah, NJ 07495

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Rear Axle Harness - With Active Driveline	J9C13734	1	1
50mm glue-lined heat shrink (4) Electrical tape 300mm x 4.5mm cable tie (1)	ZZZ999	\$4.55	100

An allowance of \$4.55 or local equivalent has been provided to cover the cost of the heat shrink, tape, and cable tie.

TOOLS

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

At the time of confirming a booking for vehicle repair, make sure that all outstanding Service Actions are identified to make sure 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 June 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
H117	A	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
H117	B	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
		Drive in/drive out	10.10.10	0.2	-	-
H117	C	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
		RDCM and harness - Without Active Driveline	51.91.22	0.6	C2S52625 J9C13735	1 1
H117	D	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
		RDCM and harness - Without Active Driveline	51.91.22	0.6	C2S52625 J9C13735	1 1
		Drive in/drive out	10.10.10	0.2	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
H117	E	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
		RDCM and harness - With Active Driveline - Replace	51.91.22	0.6	J9C7754 J9C13734 C2Z15150	1 1 6
H117	F	Main wiring harness rework and check connections - No further action	86.71.42	0.5	ZZZ999	\$4.55
		RDCM and harness - With Active Driveline	51.91.22	0.6	J9C7754 J9C13734 C2Z15150	1 1 6
		Drive in/drive out	10.10.10	0.2	-	-

An allowance of \$4.55 or local equivalent has been provided to cover the cost of the heat shrink, tape, and cable tie.

Normal Warranty policies and procedures apply.

SERVICE ACTION H117: SAMPLE OWNER LETTER - CANADA

July 2018

Service Action H117 - Unsealed Splices on Rear Axle and Passenger Compartment Harness

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 H117) for owners of certain 2018 model year Jaguar E-PACE vehicles.

What is the issue?

A potential quality issue has been identified on these vehicles which may have unsealed splices in the wet area on the rear axle and passenger compartment harnesses. Water ingress may lead to numerous failure states across the powertrain and comfort Controller Area Networks (CAN), resulting in Malfunction Indicator Lamps (MIL) and/or warning messages on the Instrument Cluster.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will inspect and depending on the condition of the vehicle harnesses, repair the harness or replace the harness and Rear Differential Control Module.

There will be no charge for this repair.

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 **'H117'**.

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 1.5 hours, 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,

A handwritten signature in black ink, appearing to read 'R Whisson', is enclosed in a light gray rectangular box.

Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

Sample

SERVICE ACTION H117: SAMPLE OWNER LETTER - USA

July 2018

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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