

SERVICE ACTION H238 - INCORRECT JUNCTION BOX TERMINALS



NAS20.11.004

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

NOVEMBER 5, 2020

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected VehicleRange where specific junction box terminals do not meet the required specification. Over time, the operation of the relay connected to these terminals may become impaired and lead to air suspension fault conditions.

AFFECTED VEHICLE RANGE

XE (X760)

Model Year: 2020

VIN: P57899-P58946

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will renew the Passenger Junction Box (PJB) during the Pre-Delivery Inspection (PDI) and before vehicle handover to the customer.

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 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 H238NAS, *Service Action: Incorrect Junction Box Terminals*, for detailed repair instructions.

PARTS

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

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY
Passenger Junction Box (PJB)	T4N33982	1

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. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the September 30, 2022 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H238	A	Passenger Junction Box (PJB) - Renew	86.80.92	0.4	T4N33982	1
H238	B	Passenger Junction Box (PJB) - Renew Drive in/drive out	86.80.92 10.10.10	0.4 0.2	T4N33982 -	1 -

Normal Warranty policies and procedures apply.