

JTBO0617NAS2

TECHNICAL BULLETIN

16 DEC 2020



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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

This reissue replaces all previous versions. Please destroy all previous versions.

This bulletin supersedes TSB JTBO0617NAS1/2018 dated 16 AUG 2018, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

SECTION:

412-01

SUBJECT/CONCERN:

Climate Control System Temperature Distribution Fault

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017-2018	045068-099996	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017	488002-499998	Solihull
F-PACE (X761)	2017-2018	880002-899997	Solihull
F-PACE (X761)	2018-2019	240000-398468	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

A noticeable difference may be evident in the temperature between the air blowing through the instrument panel center air vents, affecting the ability to set a constant, comfortable temperature in the passenger compartment.

CAUSE:

This may be caused by a HVAC Control Module (HVAC) software error.

ACTION:

Follow the instructions below.

TOOLS:



E179225

Jaguar Land Rover (JLR)
approved diagnostic equipment



E208514

JLR approved diagnostic
equipment



E375220

JLR approved battery support
unit

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx 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
Update ECU - Heating Ventilation and Air Conditioning (HVAC) control module	86.98.57	0.20	04	T2H19072

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC INSTRUCTION:

2017 model year and earlier

1.

CAUTIONS:

- This procedure requires a minimum of SDD 160.02 and Software Management Pack 341 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

Click here to run: [Configure existing module - Heating ventilation and air conditioning control module. \(160.02 / 51000\)](#)

4. If the hyperlink is not available, the application can be found as follows:
 - ■ Select the 'Diagnosis' session type.
 - ■ Select the following symptom:
 - ■ Electrical - Climate control system - Temperature regulation.
 - ■ Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
 - ■ Run 'Configure existing module - Heating ventilation and air conditioning control module'.
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5. If required, reset the vehicle to 'Transportation mode'.
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6. When all of the tasks are complete, exit the session.
-

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION:

2018 model year and later

1. **CAUTIONS:**
 - This procedure requires a minimum of Pathfinder 310 installed or later.
 - All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the VIN for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

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2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
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3. Follow the JLR approved diagnostic equipment prompts.
 - ■ Select 'ECU Diagnostics'.
 - ■ Select 'HVAC Control Module [HVAC]'.
 - ■ Select 'Update ECU'.
 - ■ Follow all on-screen instructions to complete the task.
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4. If required, reset the vehicle to 'Transportation mode'.
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5. When all of the tasks are complete, exit the session.
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6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.