

JTBO0647NAS2

**TECHNICAL BULLETIN**

16 DEC 2020



© Jaguar Land Rover North America, LLC

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supersedes TSB JTBO0647NAS1/2018 dated 04 SEP 2018, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page).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:**

Unpleasant Odor From HVAC System - Worse In Hot Conditions

**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2019	289532-391422	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
XE (X760)	2019	P36197-P48716	Castle Bromwich
XF (X260)	2019	Y66520-Y77097	Castle Bromwich

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

An unpleasant odor in the passenger compartment when using the HVAC system that is more noticeable in hot conditions.

**CAUSE:**

Pollen filter contaminated.

**ACTION:**

Follow the instructions below.

**PARTS:**

PART NUMBER	DESCRIPTION	QUANTITY
C2S52338	Pollen filter	1

**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
XF and XE - Pollen filter - Renew	76.10.09	0.3	BF	C2S52338
F-Pace - Pollen filter - Renew	76.10.09	0.5	BF	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.