

H352NAS2  
**TECHNICAL BULLETIN**  
 27 SEP 2021



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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.

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**SECTION:**

100-00

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**SUBJECT/CONCERN:**

Service Action: Non Start - Instrument Panel Cluster (IPC) Software Update

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**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2021	663187-670058

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**MARKETS:**

CANADA, USA

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**CONDITION SUMMARY:**

**SITUATION:**

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the engine may not start due to a communications issue between the Instrument Panel Cluster Control Module (IPC) and the Body Control Module (BCM).

**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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

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

**SROS**

DESCRIPTION	SRO	TIME
IPC - Conventional - Update ECU	85.88.08	0.2
Drive in/drive out	10.10.10	0.2

**NOTE:**

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 TOPIx to obtain the latest repair time.

**WARRANTY INFORMATION**

Warranty claims should be submitted quoting program code H352 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
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PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
H352	A	IPC - Conventional - Update ECU	85.88.08	0.2
H352	B	IPC - Conventional - Update ECU Drive in/drive out	85.88.08 10.10.10	0.2 0.2

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

**NOTE:**

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

**DIAGNOSTIC INSTRUCTION**

1.

**CAUTIONS:**

- This procedure requires a minimum of Pathfinder 347 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 'Transport Mode'.

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.

- Select 'ECU Diagnostics'.
- Select 'Instrument Cluster Panel Control Module [IPC]'.
- Select 'ECU Functions'.
- Select 'PBL Update'.

**NOTE:**

If Pathfinder requests the ignition to be switched ON or OFF but after an attempt the ignition does not change state, select 'continue' on the Pathfinder screen and continue to follow the on-screen instructions.

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.