

H368NAS1
TECHNICAL BULLETIN
 15 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.

SECTION:

100-00

SUBJECT/CONCERN:

Service Action - JaguarDrive Control (JDC) Modes Not Resetting

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2021	642591-684595
E-PACE (X540)	2021	008978-026119
XF (X260)	2021	Y85911-Y89960

MARKETS:

CANADA, USA

CONDITION SUMMARY:**SITUATION:**

A potential issue has been identified on certain 2021 model year Jaguar vehicles, the rain, ice and snow JaguarDrive Control (JDC) modes do not reset after a drive cycle.

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.

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

SROS

DESCRIPTION	SRO	TIME
Gateway Module A (GWM) - Update ECU	85.87.12	0.2
Drive in/drive out	10.10.10	0.2

NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is 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 back 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 must be submitted for payment within 30 calendar days of completion of the repair.

WARRANTY INFORMATION

Warranty claims should be submitted quoting program code H368 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
H368	A	GWM - Update ECU	85.87.12	0.2
H368	B	GWM - Update ECU	85.87.12	0.2
		Drive in/drive out	10.10.10	0.2

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

DIAGNOSTIC INSTRUCTION

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 343 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.

- Select 'ECU Diagnostics'.
- Select 'Gateway Module 'A' [G.W.M.]'.
- Select 'Update ECU'.
- Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

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