



RECALL ACTION

Global Recall Action
Number: H374v2

Subject: <h2>Secondary Fuel Adaptions</h2>	Publication No.: H374v2
	Model: E-PACE (X540)
	Model Year: 2018
	Model: F-PACE (X761)
	Model Year: 2018
	Model: XE (X760)
	Model Year: 2018
	Model: XF (X260)
	Model Year: 2018
Date of Issue: 28 April 2022	

To:	Jaguar Land Rover North America, LLC - USA and Canada
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Related Information:	NOTE: The information in this campaign 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 JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been updated to add Canadian vehicles

DESCRIPTION OF DEFECT

A potential concern has been identified on specific vehicles within the above vehicle range.

A Powertrain Control Module (PCM) software diagnostic monitoring routine contains a software error. Normal vehicle operation requires the Malfunction Indicator Lamp (MIL) to illuminate when the fueling adaption values are between 0.07% to 0.08% and -0.07% to -0.08% and a Diagnostic Trouble Codes (DTC) is stored. With the software error present, the MIL will not illuminate as required.

ACTION TO BE TAKEN

JLR Limited has taken the decision to recall affected vehicles to repair the vehicle.

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this Emissions Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you check the JLR claims submission system and that all other outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Check the JLR claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.

Retailers are reminded that they must not sell vehicles identified as affected by this Emissions Recall until such time as the repair has been successfully completed.

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Simon Barnes

SERVICE INSTRUCTION - H374V2



NOTE: The information in this campaign 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 Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized [JLR](#) retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

NOTES:



An allowance of \$0.50 USD for the authorized modification label has been provided and should be claimed using code 'ZZZ999'.



** Order quantity of '1-25' will ship as 1 pack of 25 labels.



*** Order quantity of '1' is 1 pack of 25 certificates.

Description	Part Number	Qty
Authorized modification label	JLM21848	1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***

SROs

Description	SRO	Time
Powertrain Control Module (PCM) - Update ECU	85.18.03	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 H374 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	Sundry Code	\$ value
H374	A	PCM - Update ECU	85.18.03	0.2	ZZZ999	\$0.50
H374	B	PCM - Update ECU Drive in/drive out	85.18.03 10.10.10	0.2 0.2	ZZZ999	\$0.50



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.

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

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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DIAGNOSTIC INSTRUCTION - USING PATHFINDER

1. CAUTIONS:



This procedure requires a minimum of Pathfinder 374 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 'Powertrain Control Module [[PCM](#)]'
 - 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.

TRAINING MATERIAL - TOPIX CLOUD DIAGNOSTICS

1. For further assistance using TOPIx Cloud Diagnostics, refer to the below training material, which is located on the Jaguar and Land Rover Excellence websites.
 - **QDMX01932**: Diagnostic Device Agent Installation
 - **QDMX02118**: Diagnostics Tool Capability
 - **QDMX02216**: Running an Application
 - **QDMX02401**: Service and [Pre-Delivery Inspection \(PDI\)](#), Module Programing
 - **QDMX02403**: Fault and Breakdown
 - **QDM102757**: Data logging POC systems and repair
 - **QDM102654**: TOPIx Cloud Enhancements: Service and [PDI](#), Module Programing.

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [PCM](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.
8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INSTRUCTION

1. Install a completed authorized modification label to the radiator support panel.

California registered vehicles only

2. Close the hood.

3. Provide the customer with a completed CA proof of correction certificate at vehicle handover.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H374

Date: month/year

EMISSIONS RELATED RECALL - F-PACE, E-PACE, XE and XF vehicles - Secondary Fuel Adaptions

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that an emissions compliance related problem may occur on certain 2018 model year F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

We have found that the Powertrain Control Module software diagnostic monitoring routine on your vehicle contains a software error. Normal vehicle operation requires the Malfunction Indicator Lamp to illuminate where the fueling adaption values fall within a certain range and a Diagnostic Trouble Code is stored. With the software error present, the Malfunction Indicator Lamp will not illuminate as required.

What will your Jaguar retailer/authorized repairer do?

We will install the latest Powertrain Control Module software calibration on your vehicle.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk, www.jaguar.com, for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the Jaguar Land Rover Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, Jaguar Land Rover Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Emissions Recall H374	
Certain 2018 Model Year F-PACE, E-PACE, XE and XF Vehicles Equipped with Ingenium I4 2.0L Petrol Engines for Powertrain Control Module (PCM) Software update	

A concern has been identified on certain 2018 model year F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines, whereby a PCM software diagnostic monitoring routine contains a software error.

Question 1

Who do I contact if a member of the press contacts me about this recall?

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

A discussion with the California Air Resources Board (CARB), resulted in an agreement to remedy vehicles at next service opportunity, with the requirement to review any remaining affected vehicles after a 3-year period had elapsed. As the 3-year period has now elapsed, an internal review of vehicle rectifications which had been completed to date, and identification of a remaining population of vehicles to be subject to a further field action, as advised by CARB.

Question 3

Can you tell me more about what is wrong with the vehicles?

Answer

Normal vehicle operation requires the Malfunction Indicator Lamp (MIL) to illuminate where the fueling adaption values are between 0.07% to 0.08% and -0.07% to -0.08% and a Diagnostic Trouble Code(s) (DTC) is set. With the software error present, the MIL will not illuminate as required.

Question 4

How would the customer become aware of their vehicle potentially having this concern?

Answer

Customers will be unaware of the issue.

Question 5

Does this concern affect vehicle compliance?

Answer

Yes. Vehicles in this condition will not meet the emissions monitoring requirements of California emissions regulations.

Question 6

Has JLR received many complaints?

Answer

No, there have been no customer complaints of this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents, injuries or fires known to be related to this issue.

Question 8

How was the concern discovered?

Answer

In April, 2018, an Engineering investigation into anomalies identified during 2019 model year design validation testing identified the error contained on the 2018 model year software in the PCM.

Question 9

How long has JLR known about this concern?

Answer

The investigation was opened in April 2018.

Question 10

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

Production vehicles are manufactured with the latest level of software.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to a Jaguar approved retailer/authorized repairer who will update the vehicle with the latest software.

There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2018 model year Jaguar F-PACE, E-PACE, XE and XF vehicles equipped with Ingenium I4 2.0L petrol engines.

Manufactured at Castle Bromwich, Solihull and Magna Graz plants from November 9, 2016 to July 5, 2018.

Question 14

Are other JLR models affected by this concern?

Answer

Yes, certain 2018 model year Range Rover Velar, Discovery Sport and Range Rover Evoque vehicles equipped with Ingenium I4 2.0L petrol engines, which are being remedied by emissions recall campaign N622.

Question 15

Is the repair available to rework vehicles?

Answer

Yes

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 24 minutes.

Question 19

Can I continue to drive my vehicle safely until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.