



RECALL ACTION

Global Recall Action
Number: H376

Subject: Positive Crankcase Ventilation Assembly	Publication No.: H376
	Model: F-PACE (X761)
	Model Year: 2021
	Date of Issue: 25 April 2022

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved 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.

DESCRIPTION OF DEFECT

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

Investigations have found an air leak within the crankcase ventilation system, due to a torn/split rubber membrane within the positive crankcase ventilation assembly. The engine Malfunction Indicator Lamp (MIL) may be illuminated on the instrument panel cluster, along with Diagnostic Trouble Codes (DTC) P0507 stored in the Powertrain Control Module (PCM). In some cases, higher than expected engine idle Revolutions Per Minute (RPM)s may be experienced. The torn/split rubber membrane has been found to be vulnerable to degradation from higher than anticipated blow-by gas condensate acidity levels which occur when operating on fuels blended with ethanol.

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. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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.

4/25/22, 2:43 PM

Positive Crankcase Ventilation Assembly

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

Global Customer Service Quality Director

SERVICE INSTRUCTION - H376



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 retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar Land Rover retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

NOTES:



An allowance equivalent to \$0.50 USD is provided for the Authorized Modification label and (only required for California-registered vehicles) CA Vehicle Emission Recall - Proof of Correction certificate, using code 'ZZZ001'.



** Sold in packs of 100 labels.



*** Sold in packs of 25 labels.

Description	Part Number	Qty	% Of Vehicles Requiring This Part
Positive Crankcase Ventilation (PCV) Kit	AJ814239	1	100
Authorized Modification Label	JLM21848	1**	100
California-registered vehicles only: CA Vehicle Emission Recall - Proof of Correction Certificate	JLM21849	1***	100

SROs

Description	SRO	Time
Renew the PCV seal, cover and diaphragm	05.10.20	0.2
Diagnostic Trouble Codes (DTC) read and clear	85.18.06	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 H376 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.



NOTE: Option codes C/D must only be selected if the **Malfunction Indicator Lamp (MIL) WAS** illuminated on the instrument panel cluster upon arrival to the retailer/authorized repairer.

Program Code	Option	Description	SRO	Time	Part Number	Quantity/Value
H376	A	Renew the PCV seal, cover and diaphragm	05.10.20	0.2	AJ814239 ZZZ001	1 \$0.50
H376	B	Renew the PCV seal, cover and diaphragm Drive in/drive out	05.10.20 10.10.10	0.2 0.2	AJ814239 ZZZ001	1 \$0.50
H376	C	Renew the PCV seal, cover and diaphragm DTC read and clear	05.10.20 85.18.06	0.2 0.2	AJ814239 ZZZ001	1 \$0.50
H376	D	Renew the PCV seal, cover and diaphragm DTC read and clear Drive in/drive out	05.10.20 85.18.06 10.10.10	0.2 0.2 0.2	AJ814239 ZZZ001	1 \$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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SERVICE INSTRUCTION

All vehicles

1. Renew the positive crankcase ventilation cap, the positive crankcase ventilation diaphragm, and both positive crankcase ventilation seals. (See TOPIx workshop manual section 303-08: General Procedures - Positive Crankcase Ventilation System - Repair).

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

California registered vehicles only

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

4. If the **MIL WAS** illuminated on the instrument panel cluster on arrival to the retailer/authorized repairer, **continue to the relevant DIAGNOSTIC INSTRUCTION.**

- If the **MIL WAS NOT** illuminated on the instrument panel cluster on arrival to the retailer/authorized repairer, **No further action is required.**

All vehicles

DIAGNOSTIC INSTRUCTION - USING PATHFINDER



NOTE: Only complete this DIAGNOSTIC INSTRUCTION if the **MIL** was illuminated on the instrument panel cluster on arrival to the retailer/authorized repairer.

1. CAUTIONS:



This procedure requires Pathfinder version 368 loaded or a later version.



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 correct Vehicle Identification Number (VIN) for the current 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 diagnostic session.

3. Follow the **JLR** approved diagnostic equipment prompts.

4. Select 'ECU Diagnostics'.

5. Select 'Powertrain control module [PCM]'.

6. Select 'Clear all DTCs'.

7. Follow all on-screen instructions to complete this task.

8. When all of the tasks are complete, exit the current session.
9. 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 Programming
 - **QDMX02403:** Fault and Breakdown
 - **QDM102757:** Data logging POC systems and repair
 - **QDM102654:** TOPIX Cloud Enhancements: Service and [PDI](#), Module Programming.

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



NOTE: Only complete this DIAGNOSTIC INSTRUCTION if the [MIL](#) was illuminated on the instrument panel cluster on arrival to the retailer/authorized repairer.

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 transport mode.

Select the link to disable transport mode.

3. Clear all DTCs -

4.



NOTE: If required.

Select the link to enable transport mode.

5. Follow all on-screen instructions to complete the task.

6. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SAMPLE LETTER - FOR INFORMATION ONLY

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H376

Date: month/year

EMISSIONS RELATED RECALL - F-PACE - Positive Crankcase Ventilation Assembly

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 related problem may occur on certain Jaguar vehicles within a specific production range. 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 rubber membrane in the positive crankcase ventilation assembly could be more vulnerable to degradation when operating on fuels blended with higher concentrations of ethanol. If the rubber membrane splits, the malfunction indicator lamp may illuminate, and higher than expected engine idle revolutions per minute may be experienced.

What will your Jaguar retailer/authorized repairer do?

We will renew the rubber membrane and associated parts, with improved parts.

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 number 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 JLR 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.


4/25/22, 2:44 PM

H376 - Positive Crankcase Ventilation Assembly | TOPIx

Please treat this matter with the urgency it requires, JLR 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 H376	
Certain 2021 Model Year Jaguar F-PACE Vehicles With 3.0L Gasoline Engines For Degradation Of The Rubber Membrane Within The Positive Crankcase Ventilation Assembly	

A concern has been identified in certain 2021 model year Jaguar F-PACE vehicles installed with 3.0L gasoline engines, for degradation of the rubber membrane within the positive crankcase ventilation assembly. The engine Malfunction Indicator Lamp (MIL) may be illuminated on the instrument panel cluster, along with Diagnostic Trouble Codes (DTC) P0507 stored in the Powertrain Control Module (PCM). In some cases, higher than expected engine idle Revolutions Per Minute (RPM)s may be experienced. The torn/split rubber membrane has been found to be vulnerable to degradation from higher than anticipated blow-by gas condensate acidity levels which occur when operating on fuels blended with ethanol.

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

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 JLR Corporate Affairs office.

Question 2

Why is JLR recalling these vehicles?

Answer

The rubber membrane in the positive crankcase ventilation assembly has been found to be vulnerable to degradation.

Question 3

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

Answer

The rubber membrane has been found to be vulnerable to degradation from higher than anticipated blow-by gas condensate acidity levels which occur when operating on fuels blended with ethanol. The engine MIL may be illuminated on the instrument panel cluster, along with DTC P0507 stored in the PCM. In some cases, higher than expected engine idle RPMs may be experienced.

Question 4

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

Answer

Customer may notice a MIL illuminated on the instrument panel cluster.

Question 5

Does this concern affect vehicle compliance?

Answer

Yes, the positive crankcase ventilation assembly forms part of the emissions certified parts declared to government authorities in the United States.

Question 6

Has JLR received many complaints?

Answer

Yes, there have been a number of customer complaints.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no reports of accidents or injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

An investigation was opened following customer reports of high, or unstable engine idling on the affected vehicles.

Question 9

How long has JLR known about this concern?

Answer

A Product Safety and Compliance Committee (PSCC) investigation was opened on 3rd August 2021.

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 and product compliance? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall compliance and 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

These vehicles will be manufactured with a positive crankcase ventilation assembly resistant to the effects of ethanol in fuel.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

JLR will notify owners, and authorized repairers will renew the positive crankcase ventilation assembly with an improved part. There will be no charge to owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2021 model year Jaguar F-PACE vehicles manufactured from 27th April.

Question 14

Are other JLR models affected by this concern?

Answer

Yes, certain 2020 to 2022 model year Range Rover, Range Rover Sport, Range Rover Velar, Discovery and Defender vehicles which are being remedied through safety recall campaign N627.

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 repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 36 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.


Question 19

Can I safely continue to drive my vehicle 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  Corporate Affairs office.