



SERVICE ACTION

Service Action
Number: H348v3

Subject: Electric Supercharger - Intermittent Operation	Publication No.: H348v3
	Model: F-PACE (X761)
	Model Year: 2021
	Date of Issue: 22 August 2022
	Expiry Date: 31 July 2023

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	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 include TOPIx Cloud diagnostic instructions. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.

DESCRIPTION OF ISSUE

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

On certain 2021 model year Jaguar F-PACE vehicles, the Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster and reduced performance may be experienced, due to an intermittent internal short circuit within the electric supercharger circuit board.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

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.

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

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 campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - H348V3



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

The parts below should be ordered through [JLR](#) in the normal manner. The engine coolant top-up will be paid under ZZZ001 and to be locally sourced.

Description	Part Number/Sundry Code	Qty/£ value
Electric supercharger	AJ814122	1
Engine coolant top-up	ZZZ001	£5.00

SROs

Description	SRO	Time
H348 - Electric supercharger - Renew	99.02.01.29	1.6
H348 - Electric supercharger - Renew - With Diagnostic Trouble Codes (DTC) clear	99.02.01.30	1.7
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



NOTE: Only vehicles with the [Malfunction Indicator Lamp \(MIL\)](#) illuminated on the Instrument Panel Cluster, due to [DTC](#) P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the [DTCs](#) after installing a new electric supercharger and claim either option code C or D. If the [MIL](#) is NOT illuminated, option code A or B must be claimed.

Warranty claims should be submitted quoting program code H348 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	Part Number/Sundry Code	Qty/£ value
H348	A	H348 - Electric supercharger - Renew	99.02.01.29	1.6	AJ814122 ZZZ001	1 £5.00
H348	B	H348 - Electric supercharger - Renew Drive in/drive out	99.02.01.29 10.10.10	1.6 0.2	AJ814122 ZZZ001	1 £5.00

Program Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
H348	C	H348 - Electric supercharger - Renew - With DTC clear	99.02.01.30	1.7	AJ814122 ZZZ001	1 £5.00
H348	D	H348 - Electric supercharger - Renew - With DTC clear Drive in/drive out	99.02.01.30 10.10.10	1.7 0.2	AJ814122 ZZZ001	1 £5.00

Warranty claims should be submitted in accordance with the current [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.

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 INFORMATION

1. Make a note if the [MIL](#) light is illuminated on the Instrument Panel Cluster before completing the Service Instruction.

SERVICE INSTRUCTION

1.



NOTE: During the partial cooling system drain, the engine coolant must be collected in a clean container and re-used.

Renew the electric supercharger (see TOPIx Workshop Manual section 303-12D: Intake Air Distribution and Filtering - INGENIUM I6 3.0L Petrol - Removal and Installation - Electric Supercharger).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



NOTE: Only vehicles with the [MIL](#) illuminated on the Instrument Panel Cluster (Instrument Panel Cluster Control Module (IPC)), due to [DTC](#) P00B0-49 being stored in the [PCM](#), must clear the [DTCs](#) after installing a new electric supercharger and claim either option code C or D. If the [MIL](#) is NOT illuminated, option code A or B must be claimed.

All vehicles



NOTE: Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, please email jlrcamp@jaguarlandrover.com with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

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. Select the link to update the [Turbocharger / Supercharger Control Module \(TSCM\)](#) -

Vehicles with the [MIL](#) illuminated before the Service Instruction was completed ONLY

5. Clear all DTCs -

All vehicles

6.



NOTE: If required.

Select the link to enable transit mode.

7.



NOTE: If required.

Select the link to enable transit mode.

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

Sample Customer Letter

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

Vehicle Identification Number (VIN):

Registration Number:

Bulletin Number: H348

Date: month/year

An important message for owners of F-PACE vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2021 model year F-PACE vehicles.

Why are we contacting you?

Some customers have reported that a malfunction indicator lamp may be illuminated with a reduced performance message. This may occur due to a manufacturing defect found on the electric supercharger internal circuit board.

What will your Jaguar Land Rover retailer/authorized repairer do?

We will replace the electric supercharger on your vehicle. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your retailer or authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call us or your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your VIN (located at the beginning of this letter) and vehicle registration number, ask for a repair date for H348. If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk or www.jaguar.com for contact details.

If your Jaguar Land Rover retailer/authorized repairer does not have the parts in stock, they can be ordered before scheduling the repair.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the retailer/authorized repairer Service Manager for assistance.

If you still have concerns, contact the Jaguar Land Rover Limited Customer Relationship Centre and one of our representatives will be happy to assist you.

Phone: 0345 303 2303 or (enter telephone number), Office hours: Monday-Friday: 8:30AM - 5:30PM or (enter working days and times).

Thank you for attending to this important matter.

Yours sincerely

[Enter Name]

[Enter Job Title]