



SERVICE ACTION

Global Service Action
Number: H394v2

Changes are highlighted in blue

Subject: Front EDU Link Harness	Publication No.: H394v2
	Model: I-PACE (X590)
	Model Year: 2021
	Date of Issue: 11 August 2022
	Expiry Date: 31 March 2024

To:	Jaguar Land Rover (JLR) North America, LLC - USA only
For the Attention of:	The approved <u>JLR</u> retailer/authorized repairer for Waymo vehicles.
Related Information:	<p>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 <u>JLR</u> retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized <u>JLR</u> retailer/authorized repairer to determine if this campaign applies to a specific vehicle</p> <p>This campaign has been updated to include a note about wheel alignment and provide the latest part numbers required to complete the repair. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign</p>

DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range that are owned and operated by Waymo LLC.

On certain 2021 model year I-PACE vehicles, a 'Gearbox Fault Detected' warning message may be displayed on the instrument panel cluster. Some customers may also experience a 'juddering' condition when driving, or a non-start condition.

ACTION TO BE TAKEN

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

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.

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

Yours faithfully

8/11/22, 9:16 AM

Front EDU Link Harness

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - H394V2

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Parts Information

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

Description	Part Number	Qty
Electric Drive Unit (EDU) Link Harness	T4K18382	1
EDU Link Harness Clip	T4K16162	1
Front subframe to Body Bolts	J9C2719	4
Front subframe to Body Bolts	T2H3162	2
Steering column lower shaft lower bolt	XR857426	1
Front EDU upper mounting nut	C2Z2224	1
Front EDU mass damper with nut	T4K2896	1

SROs



CAUTION: Only the front wheel alignment may be affected by the repair procedure outlined in this campaign. If the rear wheel alignment is found to be out of specification, this must be investigated and rectified separately, not as part of this campaign. If the rear wheel alignment is found to be out of specification, the rear toe link locking nuts must be renewed separately, not as part of this campaign.

Description	SRO	Time
Front Electric Drive Unit - Link Harness Renew	16.20.28	3.1
Wheel alignment	57.64.99	0.6
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 H394 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	Qty
H394	A	Front EDU - Link Harness Renew Wheel alignment	16.20.28	3.1	T4K18382	1
			57.64.99	0.6	T4K16162	1
					J9C2719	4
					T2H3162	2
					XR857426	1
					C2Z2224	1
					T4K2896	1
H394	B	Front EDU - Link Harness Renew Wheel alignment Drive in/drive out	16.20.28	3.1	T4K18382	1
			57.64.99	0.6	T4K16162	1
			10.10.10	0.2	J9C2719	4
					T2H3162	2
					XR857426	1
					C2Z2224	1
					T4K2896	1



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.

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SERVICE INSTRUCTION



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1. Renew the front [EDU](#) link wiring harness, (see TOPlx Workshop Manual section 418-02: Wiring Harnesses - Removal and Installation - Front Electric Drive Unit Link Wiring Harness).

SERVICE INFORMATION

1. During the installation of the new front [EDU](#) link wiring harness, the front [EDU](#) link harness retaining clip **must** be renewed. (T4K16162)

