



EMISSIONS RELATED RECALL

Global Recall Action
Number: H223v3

Subject: Service Diagnostic Tool Unable To Read Vehicle Identification Number (VIN)	Publication No.: H223v3
	Model: F-TYPE (X152)
	Model Year: 2018
	Date of Issue: 02 March 2023

To:	Jaguar Land Rover North America, LLC.
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 professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

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

A concern has been identified on certain Jaguar F-TYPE 2018 Model Year (MY) vehicles, where if the vehicle is subjected to state inspection, inspectors are unable to read the Vehicle Identification Number (VIN) from the vehicle using a handheld diagnostic tool during vehicle functionality testing. This concern does not affect the vehicle's emissions output.

ACTION TO BE TAKEN

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

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.

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

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.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H223V3

THE BELOW PARTS INFORMATION IS REQUIRED FOR NAS ONLY

NOTES:

- An allowance of \$0.50 USD for the authorized modification label has been provided and should be claimed using code 'ZZZ001'.
- * When ordering parts, order only the expected percentage demand of parts identified.
- ** Order quantity of '1-25' will ship as 1 pack of 25 labels.
- *** Order quantity of '1' is a pack of 25 certificates.

Description	Part Number	Qty/£	% Of Vehicles Requiring This Part*
Authorized modification label	JLM21848	1**	100
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***	100 (California-registered vehicles only)

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO	Time
Powertrain Control Module (PCM) - Update - Replace 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 H223 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
H223	A	PCM - Update - Replace ECU	85.18.03	0.2	ZZZ001	\$0.50
H223	B	PCM - Update - Replace ECU Drive in/drive out	10.10.10 10.10.10	0.2 0.2	ZZZ001	\$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 [Jaguar Land Rover \(JLR\)](#) 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).

Table of Contents

[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS](#)

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.

NAS ONLY - SERVICE INSTRUCTION

California registered vehicles only

1. Hand the customer a completed CA proof of correction certificate at vehicle handover.

All other vehicles

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

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: H223

Date: month/year

EMISSIONS RELATED RECALL - F-TYPE - Service Diagnostic Tool Unable To Read Vehicle Identification Number -

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible emissions related problem may occur on certain Jaguar vehicles within a specific production range. Please read the information below, this will explain the actions we intend to take and what you will need to do.

Reason for this bulletin

A concern has been identified on certain Jaguar F-TYPE 2018 Model Year vehicles, where if the vehicle is subjected to state inspection, inspectors are unable to read the Vehicle Identification Number (VIN) from the vehicle using a handheld diagnostic tool during vehicle functionality testing. This concern does not affect the vehicle's emissions output.

What will your Jaguar retailer/authorized repairer do?

The Powertrain Control Module (PCM) will be updated.

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 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.

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 H223	
Certain 2018 Model Year (MY) Jaguar F-TYPE vehicles for inability to read the Vehicle Identification Number (VIN) using a handheld scan tool.	

A concern has been identified on certain 2018 MY Jaguar F-TYPE vehicles where the VIN is unable to be read using a hand held On Board Diagnostics (OBD) scan tool as required by regulation. Should an affected vehicle be subjected to state inspection, inspectors are unable to read the VIN from vehicle using a handheld scanner during OBD functionality testing.

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 concern has been identified on certain Jaguar F-TYPE 2018 MY vehicles where if the vehicle is subjected to state inspection, inspectors are unable to read the VIN from vehicle using a handheld scanner during OBD functionality testing.

Question 3

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

Answer

During the course of product certification it was recognized that the requirement to provide VIN read capability was omitted from the specification of vehicles affected. By agreement with the authorities, a retrospective vehicle field update program was accepted.

Question 4

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

Answer

Customers would not be aware of this potential defect, prior to a state inspection.

Question 5

Does this concern affect vehicle compliance?

Answer

Yes, this condition affects the compliance of the affected vehicles.

Question 6

Has JLR received many complaints?

Answer

No.

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

The condition was discovered during in market certification vehicle testing.

Question 9

How long has JLR known about this concern?

Answer

The issue was first investigated on 9 April, 2019

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 have modified software which assured the VIN can be read.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Authorized repairers will update the Powertrain Control Module (PCM) software.

Question 13

Which vehicles are affected by this recall?

Answer

F-TYPE SAJDF1FV6JCK47341 to SAJD85FV3JCK55799 (Selected vehicles within VIN range) Manufactured – 12 January 2017 to 23 January 2018

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

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. The actual repair takes approximately 1 hours.

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.