



EMISSIONS RELATED RECALL

Global Recall Action
Number: H444

Changes are highlighted in blue

Subject:	Publication No.: H444
	Model: F-PACE (X761)
Powertrain Control Module (PCM) Update	Model Year: 2017 - 2019
	Model: XE (X760)
	Model Year: 2017 - 2019
	Model: XF (X260)
	Model Year: 2017 - 2019
	Date of Issue: 26 February 2024

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved 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

JLR has taken the decision to recall affected vehicles.

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

Certain 2017 to 2019MY Jaguar vehicles equipped with Ingenium I4 2.0L Diesel engines, when connected to a diagnostic scan tool during the California SMOG test, the Powertrain Control Module (PCM) incorrectly reports the monitor readiness status as 'not supported'.

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 - H444

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	02JLM21848	1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	02JLM21849	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 H444 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
H444	C	PCM - Update ECU	85.18.03	0.2	ZZZ999	\$0.50
H444	D	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 A - USING TOPIX CLOUD DIAGNOSTICS

2018 and 2019 model year vehicles only

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, email jlrcomp@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. Refer to: [Transit Mode](#) (100:00, General Procedures).

3.

NOTE:

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

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4. Update the [PCM](#) - Refer to: [UPDATE_MODULE](#) (303:00/PCM,).

5.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

6.

NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

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

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION B - USING SDD

1.



CAUTION:

This procedure requires a minimum of SDD 164.00 and Software Management Pack 374 installed or later.



NOTES:

- The JLR approved diagnostic equipment will read the **VIN** for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

Connect the JLR approved battery support unit.

2.



NOTE:

When an SDD software update has been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered.

Restart the JLR approved diagnostic equipment.

3. Make sure that SDD is closed before opening the Manual Patch downloader.

4. Select 'Manual Patch' Icon on the Application Launcher screen.

5. A pop-up will be displayed for Manual Patch downloader

6. Enter '**MP_SDD_ER_J0004**' in the Patch Name field.

7. Select 'Start'.

8. The Manual Patch downloader will then download the manual patch.

9. When the patch download has completed, a message will be displayed, asking the user to confirm that the application can run the manual patch. Select 'Yes'.

10.



NOTE:

This message will self-terminate after 10 seconds.

When complete a pop-up will be displayed: 'Successfully downloaded and started manual patch. Make sure that the patch has installed successfully'

11. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

Click here to run: [Configure existing module - Powertrain Control Module \(164.00 / 51450\)](#)

12. If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type.
- Select the following symptom:
 - Powertrain - Engine system - Engine performance
- Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
- Run 'Configure existing module - Powertrain Control Module'

13. If required, reset the vehicle to 'Transportation Mode'.

14. When all of the tasks are complete, exit the session.

15. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

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: H444

Date: month/year

EMISSIONS RELATED RECALL- XE, XF and F-PACE - Powertrain Control Module (PCM) Update

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible Emissions Related Recall problem may occur on certain XE, XF and F-PACE vehicles within a specific production range. 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?

Certain 2017 to 2019 Jaguar vehicles equipped with Ingenium I4 2.0L Diesel engines, when connected to a diagnostic scan tool during the California SMOG test, Powertrain Control Module (PCM) incorrectly reports the monitor readiness status as 'not supported'.

What will your JLR retailer/authorized repairer do?

The PCM software will be updated to the latest level.

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

Contact your preferred JLR 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, access www.jaguar.co.uk, www.jaguar.com, for contact details.

If you no longer own the vehicle, complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR 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.

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

<h1>Technical Questions And Answers</h1>	
<p>FOR USE ON ENQUIRY</p>	
<p>JLR H444</p>	
<p>Certain 2017 to 2019 Model Year Jaguar XE, XF and F-PACE Vehicles for Nitrogen Oxide (NOx) Aftertreatment Readiness On Board Diagnostics (OBD) Reporting</p>	

A concern has been identified on Certain 2017 to 2019 model year Jaguar XE, XF and F-PACE vehicles where the Powertrain Control Module (PCM) incorrectly reports the NOx Aftertreatment Readiness OBD status as 'not supported'.

Question 1

Why is JLR recalling certain Jaguar models?

Answer

JLR is conducting a voluntary emissions recall involving Certain 2017 to 2019 model year Jaguar XE, XF and F-PACE vehicles where the PCM incorrectly reports the NOx Aftertreatment Readiness OBD status as 'not supported'.

Question 2

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

Answer

When an affected vehicle is plugged into a diagnostic scan tool during the state inspection test, the PCM may incorrectly report the monitor readiness status as not supported for the NOx efficiency monitor, when performing the functional inspection of the vehicle's on-board diagnostic system.

Question 3

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

Answer

The customer may be made aware of the issue during the state inspection test, where the failure will be recorded as a "minor" against the vehicle for this deficiency, noting that the test does allow for 3 minors before a fail.

Question 4

Does this concern affect vehicle safety?

Answer

No, JLR has determined that this issue constitutes an emissions compliance defect.

Question 5

Has JLR received many complaints?

Answer

JLR is not aware of any complaints relating to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which JLR is aware.

Question 7

How was the condition discovered?

Answer

The condition was identified through JLR internal testing.

Question 8

How long has JLR known about this problem?

Answer

Jaguar Land Rover determined a defect was present in June 2023.

Question 9

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 10

What has JLR done in production

Answer

Production vehicles will have an updated level PCM software unaffected by this issue.

Question 11

What will JLR retailers/authorized repairers do to the vehicles?

Answer

JLR retailers/authorized repairers will update the PCM software to the latest available level.

There will be no charge to owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

Certain 2017 to 2019 model year Jaguar XE, XF and F-PACE vehicles.

XE - SAJAL4BN1HA923882 to SAJAL4FN9KCP53888

XF - SAJBL4BN1HCY11883 to SAJBK4FN7KCY79576

F-PACE - SAJCL2BN5HA045080 to SADCL2FN8KA603315

(specific vehicles within Vehicle Identification Number (VIN) range)

Question 13

Are other JLR models affected by these actions?

Answer

Yes, certain Range Rover, Range Rover Sport, Range Rover Velar and Discovery vehicles are also affected.

Question 14

Are parts available to rework vehicles?

Answer

Software is available for JLR retailers/authorized repairers to conduct this repair.

Question 15

How much will the recall cost JLR?

Answer

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

Question 16

How do I know if my vehicle is affected?

Answer

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

Question 17

How long does it take for the car to be inspected and 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 12 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 18

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

Answer

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

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlmedia@jaguarlandrover.com