



## SERVICE ACTION

Global Service Action  
Number: H490v2

<b>Subject:</b>  <h3>Engine Oil and Filter Change</h3>	Publication No.: H490v2
	Model: XF (X260)
	Model Year: from 2021
	Model: E-PACE (X540)
	Model Year: from 2021
	Model: F-PACE (X761)
	Model Year: from 2021
	Model: XE (X760)
	Model Year: from 2021
	Date of Issue: 29 November 2024
Expiry Date: 30 April 2026	

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.
<b>Important:</b>	<p>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.</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>The campaign is being re-issued to advise retailers/authorized repairers of a change to the models and model years affected, additional markets affected.</p>

### FOR THE ATTENTION OF ALL:

#### DESCRIPTION OF ISSUE

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

On certain 2021 model year onwards XF, E-PACE, XE and F-PACE vehicles equipped with 2.0L I4 Ingenium petrol engines, arduous customer drive cycles have been found to accelerate the degradation of engine oil, leading to generation of engine oil sludge deposits in high pressure engine oil galleries of the engine and inside the [Continuous Variable Valve Lift \(CVVL\)](#) unit.

We have developed a brand new, state-of-the-art predictive diagnostic technology which uses connected data from the systems in the vehicle to remotely monitor their performance. This process runs continuously and transparently in the background, assessing the functionality of key domains such as the engine and emissions control systems to check that everything is operating normally.

In this instance, the diagnostic technology has predicted that the driving style of the vehicle has a tendency to cause engine oil quality to degrade at a faster rate than the regular service interval. This could be based on several factors but mainly the vehicles high levels of urban use. To prolong life of all internal components in the 2.0L I4 Ingenium petrol engine we advise an earlier engine oil and engine oil filter change. This early engine oil and engine oil filter change is in addition to the vehicles regular service intervals.

#### ACTION TO BE TAKEN

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles must be contacted requesting that the owner contact their nearest JLR 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, 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.

**FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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 - H490V2

### Parts Information

The parts below must be ordered through JLR in the normal manner.

Description	Part Number/Sundry	Qty./Value (£)
Engine oil filter	JDE37128	1
Engine oil	ZZZ999	£50

#### NOTE:

The campaign requires 7.0 liters of oil, the cost for this is covered under the sundry value.

### SROs

Description	SRO	Time
Renew engine oil filter and engine oil	12.60.99	0.3
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 must be submitted quoting program code H490 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	Qty./Value (£)
H490	A	Renew engine oil filter and engine oil	12.60.99	0.3	JDE37128 ZZZ999	1 £50
H490	B	Renew engine oil filter and engine oil Drive in/drive out	12.60.99 10.10.10	0.3 0.2	JDE37128 ZZZ999	1 £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 must be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

## SERVICE INSTRUCTION

1.

**NOTE:**

**DO NOT** reset the service interval.

Renew the engine oil and engine oil filter, (See TOPIx Workshop Manual section 303-01: Engine - Ingenium I4 2.0L Petrol - General Procedures - Engine Oil Vacuum Draining And Filling).

- For engine oil specifications refer to TOPIx Workshop Manual section 303-01: Engine - Ingenium I4 2.0L Petrol - Specification.

**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: H490

Date: month/year

**An important message for owners of XF, E-PACE, XE and F-PACE**

Using our brand new state-of-the-art predictive diagnostic technology, we are providing a Customer Satisfaction Program free of charge to owners of certain 2021 model year onwards XF, E-PACE, XE and F-PACE vehicles equipped with 2.0L I4 Ingenium petrol engines. Our records show that you are one of these customers, and this letter explains the scope of this Customer Satisfaction Program and how we can help you to keep your vehicle in optimum condition.

Dear

**Why are we contacting you?**

We have developed a brand new, state-of-the-art predictive diagnostic technology which uses connected data from the systems in your vehicle to remotely monitor their performance. This process runs continuously and transparently in the background, assessing the functionality of key domains such as the engine and emissions control systems to check that everything is operating normally. If the diagnostics technology predicts that an issue may develop within your vehicle in the near future, it automatically alerts us. This enables us to let you know what the issue is likely to be so that you can get your vehicle checked and if required updated before a fault actually occurs.

In this instance, the diagnostic technology has predicted that the driving style of the vehicle has a tendency to cause engine oil quality to degrade at a faster rate than the regular service interval. This could be based on several factors but mainly the vehicles high levels of urban use. To prolong life of all internal components in your 2.0L I4 Ingenium petrol engine we advise an earlier engine oil and engine oil filter change. This early engine oil and engine oil filter change is in addition to the vehicles regular service intervals.

We will continue monitoring the vehicle using connected data post completion of this Customer Satisfaction Program and if the diagnostic technology again predicts an issue may develop, we will notify you to have your vehicle checked and advise another early engine oil and oil filter change.

Information regarding arduous driving styles can be found in the Owner's Handbook under the sections titled 'Maintenance and Service' and 'Arduous Driving Conditions'.

**What we are asking you to do**

Call your preferred JLR retailer/authorized repairer without delay. Quote your [Vehicle Identification Number \(VIN\)](#) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for H490. If you do not have a JLR retailer/authorized repairer, access [www.jaguar.co.uk](http://www.jaguar.co.uk) or [www.jaguar.com](http://www.jaguar.com) for contact details.

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

**What will your JLR retailer/authorized repairer do?**

We will renew the engine oil and engine oil filter 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 JLR retailer/authorized repairer will advise how long they will need your vehicle when you make the booking.

Thank you for attending to this important matter.

Yours sincerely

Head of Business