



SERVICE ACTION

Global Service Action
Number: H504v2

Changes are highlighted in blue

Subject:	Publication No.: H504v2
	Model: F-PACE (X761)
	Model Year: 2018 - 2020
	Model: I-PACE (X590)
	Model Year: 2020
	Model: XE (X760)
	Model Year: 2020
	Model: XF (X260)
	Model Year: 2020 - 2022
	Date of Issue: 18 May 2026
	Expiry Date: 31 July 2027

To:	Jaguar Land Rover North America, LLC.
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. This campaign has been re-issued to extend the expiry date by 12 months. Repairs must be completed prior to the expiry date at the top of this campaign.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A concern has been identified on certain F-PACE, I-PACE, XF and XE vehicles, where the **Body Control Module (BCM)** does not fully meet US importation requirements. The **BCM** requires replacement with a new component which fully meets the US importation requirements.

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.

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.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

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 - H504V2

Parts Information

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

Description	Model	Part Number	Qty
Body Control Module (BCM)	XE	475123464	1
	XF	475123465	1
	F-PACE		
	I-PACE		

NOTE:

Only one [BCM](#) is required for the repair of one vehicle. Using the [Electronic Parts Catalogue \(EPC\)](#) for reference, make sure to select the correct part number for the vehicle.

Service Action H504 Parts Return Statement

NOTE:

[BCMs](#) replaced as part of this campaign must be held for return through the Priority Return Request (PRR).

Upon replacement of the [BCM](#) under this campaign, an [Electronic Product Quality Report \(EPQR\)](#) must be submitted with the following information to facilitate the PRR process:

Select the following for the 'Symptom' field:

- Category: General Information
- Symptom: Recall Actions/Service Action/TSB concerns

Select the following for 'Suspected Causal Part' field:

- Commodity: Electrical
- System: Electrical
- Component: Module – [BCM](#)

Select 'Wrong Type' for the Condition field.

Select 'Replaced Component' for the Outcome field.

Type in 'Replaced [BCM](#) as per H504.' In the 'Issue' field.

Provide a contact name and email address for the person who will be handling the PRR (normally the parts manager) in the 'Investigation' field.

Provide the repair order number in the 'Repair' field.

NOTE:

The [BCM](#) should not be returned through the normal parts return process. It should be held for Priority Return.

SROs

Description	Model	SRO	Time
Data Identifier (DID) read	All	05.10.10	0.1
BCM - Renew	XE XF F-PACE	86.80.04	0.3
BCM - Renew	I-PACE	86.80.04	0.2
BCM - Software - Replace Module	All	05.10.30	0.3
Drive in/drive out	All	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 H504 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	Model Year/Model	Description	SRO	Time	Part Number	Qty
H504	A	XE XF F-PACE I-PACE	DID read	05.10.10	See table above	N/A	N/A
H504	B	XE XF F-PACE I-PACE	DID read Drive in/drive out	05.10.10 10.10.10	See table above	N/A	N/A
H504	C	XE XF F-PACE I-PACE	DID read BCM - Renew BCM - Software - Replace Module	05.10.10 86.80.04 05.10.30	See table above	475123464	1
H504	D	XE XF F-PACE I-PACE	DID read BCM - Renew BCM - Software - Replace Module Drive in/drive out	05.10.10 86.80.04 05.10.30 10.10.10	See table above	475123464	1
H504	E	XE XF	DID read BCM - Renew	05.10.10 86.80.04	See table above	475123465	1

Program Code	Option	Model Year/Model	Description	SRO	Time	Part Number	Qty
		F-PACE I-PACE	BCM - Software - Replace Module	05.10.30			
H504	F	XE XF F-PACE I-PACE	DID read BCM - Renew BCM - Software - Replace Module Drive in/drive out	05.10.10 86.80.04 05.10.30 10.10.10	See table above	475123465	1

NOTES:

- 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.
- Only one [BCM](#) is required for the repair of one vehicle. Using the [EPC](#) for reference, make sure to select the correct part number for the vehicle. Option codes C or D may be claimed if [BCM](#) part number 475123464 is installed. Option codes E or F may be claimed if [BCM](#) part number 475123465 is installed.

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 1 - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.
2. Allow the [Network Integrity Test \(NIT\)](#) to complete.
3. Record the [BCM](#) Delivery Assembly Number:
 - From the 'Vehicle Data' window select:
 - Modules
 - [Electronic Control Unit \(ECU\) Data](#)
 - [BCM](#)
 - Make a note of the 'Software Part Number' for the [DID](#) 0xF113 - [ECU](#) Delivery Assembly Number.

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4. If the recorded [BCM](#) Delivery Assembly Number is the same as one of the two Delivery Assembly Numbers listed below, a new [BCM](#) must be installed, continue to the Service Instruction.
 - JPLA-14F041-BJ
 - HPLA-14F041-BH
5. If the recorded [BCM](#) Delivery Assembly Number is different (does not match) either of the two Delivery Assembly Numbers listed in Step 4, continue to Step 6.
6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
7. Release the vehicle.

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1.

NOTE:

[BCM](#)s replaced as part of this campaign must be held for return through the Priority Return Request (PRR).

Install the new [BCM](#) (see TOPIx Workshop Manual section 418-00: Module Communications Network - Removal and Installation - [BCM/Gateway Module A \(GWM\)](#) Assembly.

DIAGNOSTIC INSTRUCTION 2 - 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. Select the link to program the new [BCM](#) -

SERVICE INSTRUCTION

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.

9. Release the vehicle.

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: H504

Date: month/year

An important message for owners of F-PACE, I-PACE, XF and XE vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain F-PACE, I-PACE, XF and XE vehicles.

Why are we contacting you?

The [Body Control Module \(BCM\)](#) does not fully meet US importation requirements. The [BCM](#) requires replacement with a new component which fully meets the US importation requirements.

What will your JLR retailer/authorized repairer do?

We will replace the [BCM](#). 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.

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 H504. If you do not have a JLR retailer/authorized repairer, access www.jaguar.co.uk or 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.

Thank you for attending to this important matter.

Yours sincerely

Head of Business