

H294NAS1

TECHNICAL BULLETIN

01 OCT 2020



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NOTE: The information in Technical Bulletins 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 Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

SAFETY RECALL: Restraints Control Module (RCM) - Incorrect Calibration Installed

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
XJ Range (X351)	2010	V00048-V00049
XJ Range (X351)	2011	V01848-V10374
XJ Range (X351)	2017	W05767

MARKETS:

USA

CONDITION SUMMARY:**SITUATION:**

An issue has been identified on certain Jaguar vehicles within the Affected Vehicle Range where, when connected to the Jaguar Land Rover-approved diagnostic equipment (Symptom Driven Diagnostics [SDD]) and an update to the Restraints Control Module (RCM) is not successful, the calibration may default to a pre-set condition.

In the event of a frontal impact of a sufficient severity to require the Supplementary Restraint System (SRS) to deploy the front airbags, the airbags will deploy but at impact thresholds that exceed those which provide the required occupant protection.

ACTION:

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

WARRANTY INFORMATION:**NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

Warranty claims must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H294	A	Configure existing module RCM	86.99.69	0.2
H294	B	Configure existing module RCM Drive in/drive out	86.99.69 10.10.10	0.2 0.2

Normal Warranty policies and procedures apply.

DIAGNOSTIC INSTRUCTION:

CAUTION:

All ignition ON/OFF requests MUST be performed; failure to do so may cause damage to vehicle control modules.

1.

CAUTION:

A Jaguar Land Rover-approved battery support unit must be connected to the vehicle startup battery during diagnosis / module programming.

Connect the Jaguar Land Rover-approved battery support unit to the vehicle startup battery.

2.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with SDD160.00 Software Management Pack v340 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

3.

NOTE:

If required: the Jaguar Land Rover-approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode.

Follow all on-screen instructions.

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4. ■ If the hyperlink is not available:
- 1. Select **Diagnosis** from the Session Type screen.
 - 2. Select the **Selected Symptoms** tab.
 - 3. Select the following:
 - **Electrical Instruments Information and message center - Message display area - Body**
 - 4. Run and close the **Datalogger** tool to reveal the **Extras** tab.
 - 5. Select the **Extras** tab.
 - 6. Select **Run** to perform the '**Configure existing module - Restraints control module**' option.
 - 7. Follow the on-screen instructions until the application finishes successfully.
 - 8. Go to the next Step.

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5. **Only if required:** set the vehicle to Transit mode.
- 1. Follow the on-screen instructions until the application finishes successfully.

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6. Exit the current session.

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7. Disconnect the diagnostic equipment and battery support unit from the vehicle.