



N124NAS2

TECHNICAL BULLETIN

16 NOV 2017

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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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

Changes are highlighted in blue

SECTION:

413-01: Instrument Cluster

SUBJECT/CONCERN:

SAFETY RECALL: Virtual Instrument Cluster (IC) Going Blank

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2017	124033-166283	Solihull
Range Rover Sport (LW)	2017	667472-691101	Solihull
Range Rover (LG)	2017	320325-366599	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the Virtual Instrument Cluster (IC) has been going blank intermittently. The IC will not display anything in this condition but will reset while driving.

Without the IC displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

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 Diagnostic Procedure 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.

PARTS:

No parts required.

SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

NOTES:

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool.

Do not perform this Diagnostic Procedure/software update with any Jaguar Land Rover-approved diagnostic tool which has additional, non-Jaguar Land Rover-approved software installed.

Anti-Virus/Firewall applications should be disabled when performing this Diagnostic Procedure/software update where possible.

Contact your local Systems support if necessary.

Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software

WARRANTY:

NOTE:

Check DDW to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure 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. Refer to 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)	PARTS/SUNDRY CODE	QTY./VALUE
N124	B	Virtual Instrument Cluster - Update	86.91.46	2.0	-	-
N124	C	Virtual Instrument Cluster - Update Drive in/drive out	86.91.46 02.02.02	2.0 0.2	- -	- -

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE: PATHFINDER

This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.

CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests must be carried out; failure to perform these steps may cause damage to control modules in the vehicle.

NOTES:

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. This could lead to software update errors if the following care points are not followed:

1. The Jaguar Land Rover-approved diagnostic tool **MUST** be shut down and restarted before Step 1 of this Diagnostic Procedure/software update.
2. No other applications other than PATHFINDER may be running during this Diagnostic Procedure/software update. **All other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**
3. In the event an error occurs during this Diagnostic Procedure/software update, select '**Retry**' and the procedure will resume with no need to start from the beginning.

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- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

2

NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 118 (or later).

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

3

NOTE:

The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

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- 4 Select **ECU Diagnostics**.
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- 5 Select **Instrument Panel Cluster Control Module [IPC]**.
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- 6 Select **Update ECU**.
 - 1 Follow all on-screen instructions until the application completes successfully.
 - 2 When all tasks are complete, go to the next Step.
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- 7 Exit the current session.
 - 1 If required, reset the vehicle to **Transit mode**.
 - 2 Select the **Exit** icon.
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- 8 Disconnect the diagnostic tool and battery power supply from the vehicle.