

N494NAS1



# TECHNICAL BULLETIN

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

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## SECTION:

100-00

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## SUBJECT/CONCERN:

Incorrect Tire Pressure Monitor Module (TPM) Settings

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2020-2021	700003-750968
Range Rover Sport (LW)	2020	876192-899996

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## MARKETS :

USA

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## CONDITION SUMMARY :

### **SITUATION:**

An issue has been identified on certain 2020 and 2021 Model Year Range Rover Sport vehicles fitted with 20inch, 21inch and 22inch wheels, where the Tire Pressure Monitoring System (TPMS) pressure has been set incorrectly in the instrument cluster. The set instrument cluster stored pressures are employed by the TPMS system to determine pressure thresholds against which TPMS warning system activation should occur. The TPMS will not illuminate the warning telltale at the correct pressure when the tire pressure is 25% below the manufacturer's recommended cold inflation pressure as stated on the Tire Placard. The TPMS system set pressure on the instrument cluster does not correspond with the correct information on the Tire Placard.

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 138 - Tire Pressure Monitoring System.

### **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.

This bulletin does not apply to any vehicles already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate bulletin.

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

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#### PARTS INFORMATION :

No parts required.

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#### SPECIAL TOOLS INFORMATION :

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

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#### 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 N494 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only.

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.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
N494	A	Tire Pressure Monitor Module (TPM) - Update - Replace ECU	85.74.01	0.2
N494	B	TPM - Update - Replace ECU Drive in/drive out	85.74.01 02.02.02	0.2 0.2

**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.

**Normal Warranty Policies and Procedures Apply.****CUSTOMER REIMBURSEMENT PROCESS**

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure. Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code N494 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	SUNDRY ITEM CODE	VALUE
N494	X	Reimbursement to owner	N/A	N/A	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall Action N494 are included in this process. Only one claim per vehicle for related damages will be accepted.

If MP\_PF\_R0138 is **NOT** displayed in the Pathfinder header screen **continue to the 'Manual Patch Instruction' section.**

If MP\_PF\_R0138 **IS** displayed in the Pathfinder header screen **continue to the 'Diagnostic Instruction' section.**

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#### REMOVAL AND INSTALLATION: DIAGNOSTIC PROCEDURES

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**NOTE:**

This Manual Patch will stay on the JLR approved diagnostic equipment and will only need to complete per diagnostic machine.

This workaround will load a software file to the JLR approved diagnostic equipment using the manual patch update process.

This manual patch will stay on the JLR approved diagnostic equipment.

To apply the manual patch please, complete the instructions carefully.

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1.

**CAUTION:**

This procedure requires a minimum of Pathfinder 300 installed or later.

Restart the JLR approved diagnostic equipment.

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2. Make sure SDD and Pathfinder are closed. Then select the 'Manual Patch' icon on the application launcher screen. You will see a pop-up for the manual patch downloader.

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3. Enter 'MP\_PF\_R0138' in the 'Patch Name' field.

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4. Select 'Start' and the Manual Patch will download.

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5. 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'.

6.

**NOTE:**

This message will end after 10 seconds.

When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please make sure that the patch has installed successfully.'

7. Continue to the 'Diagnostic Instruction' section below.

## DIAGNOSTIC INSTRUCTION

1.

**CAUTIONS:**

- This procedure requires a minimum of Pathfinder 300 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

**NOTE:**

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

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

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3. ■ Follow the JLR approved diagnostic equipment prompts.
- Select 'ECU Diagnostics'.
  - Select 'Tire Pressure Monitor Module [TPM]'.
  - If 'Update ECU' is selectable, **select 'Update ECU' and follow all on-screen instructions to complete the task. Then continue to step 5.**
  - If 'Update ECU' is not selectable, **continue to step 4.**

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4. ■ If 'Update ECU' is not selectable, complete the actions below:
- Go to the Pathfinder main menu.
  - Select 'Service'.
  - Select '20 to 21 Model Year Tire Pressure Monitor Module [TPM] Update'.
  - Follow all on-screen instructions to complete the task.

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

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

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