

N494NAS3



TECHNICAL BULLETIN

05 NOV 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.

SECTION:

100-00

SUBJECT/CONCERN:

Non-Compliance Recall: Incorrect Tire Pressure Monitor Module (TPM) Settings

AFFECTED VEHICLE RANGE:

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

MARKETS:

USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain 2020 and 2021 Model Year Range Rover Sport vehicles fitted with 20", 21", or 22" wheels where the Tire Pressure Monitoring System (TPMS) pressure has not been set correctly in the instrument cluster. The set instrument cluster stored pressures are employed by the TPMS 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 set pressure in 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.

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)
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

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. Quote Program Code 'N494, Option Code 'X', and enter the cost using Sundry Code 'ZZZ999'. All costs must be entered in local currency.

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 1 claim per vehicle for related damages will be accepted.

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

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 PATHFINDER version 304 (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.

- 1. Select 'Service'.
- 2. Select 'Tire Pressure Monitor Module [TPM]'.
 - If 'Update ECU' is not available, go to Step 4.
 - If 'Update ECU' is available, select 'Update ECU'.
 - Follow the on-screen instructions until the application finishes successfully.
 - Go to Step 5.

4. Go to the PATHFINDER main menu.

- 1. Select 'Service'.
- 2. Select '20 to 21 Model Year Tire Pressure Monitor Module [TPM] Update'.
- 3. Follow all on-screen instructions to complete the task.
- 4. Go to Step 5.

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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.