

N503NAS1



# TECHNICAL BULLETIN

19 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.

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## SECTION:

100-00

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## SUBJECT/CONCERN:

SAFETY RECALL: Software Updates

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Discovery Sport (LC)	2020	833819-877360
New Range Rover Evoque (LZ)	2020	000181-114934

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**MARKETS:**

CANADA, USA

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**CONDITION SUMMARY:****SITUATION:**

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where an electrical overload event in the 48-Volt electrical system may cause a failure of the Metal Oxide Semiconductor Field Effect Transistor (MOSFET). Failure of the MOSFET may cause an electrical cascade failure, causing the Direct Current to Direct Current converter (DC/DC) to experience an electrical short where the 12-Volt circuit shorts to ground. When the DC/DC experiences an electrical short to ground, the 12-Volt electrical system will discharge, indicated by the battery warning tell-tale on the Instrument Cluster. In extreme cases, the vehicle occupants may notice a burning smell and/or smoke from the DC/DC vent into the passenger compartment.

Where sufficient oxygen exists, a sustained vehicle fire may occur.

**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.

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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 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)
N503	A	N503 - Software updates	85.99.25	0.3
N503	B	N503 - Software updates Drive in/drive out	85.99.25 02.02.02	0.3 0.2

Normal Warranty policies and procedures apply.

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## CUSTOMER REIMBURSEMENT:

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

A copy of the invoice/repair order 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 this Recall Action 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
N503	X	Reimbursement to owner	-	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.

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2.

**NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 305 (or later).

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

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3. Follow all on-screen instructions.

- 1. Select 'N503 - Software Updates' from the campaigns menu.
- 2. Follow the on-screen instructions until the application finishes successfully.

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4. **Only if required:** set the vehicle to Transit mode.

- 1. Follow the on-screen instructions until the application finishes successfully.

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5. Exit the current session.

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