



## SERVICE BULLETIN

# Owner-Notified Service Action Q237: Engine Control Module Reflash

3-DEC-12 | No.: SWA12-09 | Section: WARRANTY | Market: USA

### DESCRIPTION

A design issue has been identified on 2012-2013 model year Range Rover Evoque vehicles within the listed VIN range. In wet driving conditions, following a rapid increase in speed after steady state driving modes, condensate from the charge air cooler can build up inside the air induction system which can be drawn in to one of the cylinders causing the engine management system to sense a misfire. The engine is programmed to react to this misfire by initiating a restricted performance mode to protect the exhaust catalyst, which means that the driver noticeably experiences reduced power to accelerate until the next ignition cycle. Furthermore, the Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center.

New engine control module software has been developed which introduces an alternative restricted performance mode where engine performance, under certain conditions such as those triggered by the water ingestion described above, will lessen the degree of restricted performance employed. It is highly likely that the condition will clear when the ignition is cycled.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is CH000447 - DH721750. Owner notification is expected to commence the week of 10 December 2012.

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this Update Prior to Sale notice prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action.

Refer to Technical Bulletin Q237NAS: *Service Action: Engine Control Module Reflash*, for detailed repair instructions.

### PARTS

No parts required

### TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD131.08 v.119  
Land Rover-approved Midtronics Vehicle Power Supply

### WARRANTY

△ **NOTE:** Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the 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 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 Program Code '**Q237**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the 30 November 2014 closure date must be submitted for payment within 30 calendar days of completion of the repair.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PART No.</b>	<b>QTY.</b>
<b>Q237</b>	<b>B</b>	Update Engine control module software	12.90.13	0.20	-	-
<b>Q237</b>	<b>C</b>	Update Engine control module software	12.90.13	0.20	-	-
		Drive in / drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply*

# Service Action Q237: Sample Owner Letter

## **Service Action Q237: Engine Control Module Reflash**

### **Dear Range Rover Evoque Owner,**

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q237) for owners of 2012-2013 model year Range Rover Evoque vehicles.

### **What is the concern and what will Land Rover and your Land Rover retailer do?**

Land Rover is writing to request that you bring your vehicle in for the installation of updated engine management software which will improve your engine's response in certain weather conditions. Specifically, during the course of extended driving (40 minutes or more) in wet conditions, (such as heavy rain) when your engine speed is steady, followed by a rapid increase in engine speed, it is possible that an engine misfire may occur. Your engine is programmed to react to this misfire by initiating a restricted performance mode to protect the exhaust catalyst, which means that the driver noticeably experiences reduced power to accelerate until the driver has the opportunity to stop and restart the vehicle. If this mode activates, the Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center.

Land Rover would like to install updated engine management software in your engine that will allow the engine to respond with a restricted performance mode that is less disruptive to your driving experience. If you have any concerns or questions, please feel free to contact your retailer.

### **What should you do?**

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q237. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 15-30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Please forward this notification to the lessee within ten (10) days.

### **Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

### **Additional Information?**

Land Rover is working toward a solution to minimize the need for the vehicle to enter restrictive performance mode in these limited circumstances. Such update is anticipated for the Spring of 2013 and will be the subject of a future communication to you.

### **What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky  
Customer Experience Manager

Sample

## Service Action Q237: Technical Q & A

### Main Message:

During the course of extended driving (40 minutes or more) in wet conditions, (such as heavy rain) when engine speed is steady, followed by a rapid increase in engine speed, it is possible that an engine misfire may occur. The engine is programmed to react to this misfire by initiating a restricted performance mode (i.e., reduced acceleration) to protect the exhaust catalyst, which means that the driver noticeably experiences reduced power to accelerate until the driver has the opportunity to stop and restart the vehicle. If this mode activates, the Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center. Land Rover would like to install updated engine management software that will allow the engine to respond to these conditions with a restricted performance mode that is less disruptive to the driving experience.

### Q1 Why is Land Rover conducting this Customer Satisfaction Action?

A See Main Message above.

### Q2 Can you tell me more about what is wrong with the vehicles?

A The condition is related to water (condensed from humid air) collecting in the engine air intake system when vehicles cruise for 40 minutes or more at around 50 miles per hour, in wet conditions such as heavy rain when engine speed is steady. Thereafter, such condensation may be sucked into the number 3 cylinder of the engine in the event that a rapid engine speed increase is demanded by the driver. In such event, the engine monitoring systems will detect a misfire and employ restricted performance mode as a result along with the Engine Malfunction Illuminator Lamp and instrument cluster warnings. The restricted performance mode clears itself after the vehicle is turned off and restarted.

### Q3 How would the customer become aware of potentially having this concern?

A The customer will experience restricted performance of the vehicle while driving. The Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center. The restricted performance mode will continue only until the engine can be turned off and the ignition restarted.

### Q4 Does this software update remedy the condition permanently?

A This update improves the driving experience and lessens the restriction on acceleration. Land Rover is working toward a solution to minimize the chance of the vehicle entering into restricted performance mode during extended driving in wet conditions. Such update is anticipated for the Spring of 2013 and will be the subject of a future communication.

### Q5 Have there been any accidents or injuries?

A There have been no reports of accidents or injuries relating to this concern of which Land Rover is aware.

### Q6 How was the condition discovered?

A The condition was identified through Land Rover's dealer technical field reporting process.

### Q7 What will Authorised Repairers do to the vehicles?

A Authorised Repairers will download the updated engine management software, which is a process that takes approximately 15-30 minutes.

### Q8 How long does it take for the software download?

A The work will be carried out as quickly and efficiently as possible in order to minimise inconvenience to customers and is expected to take no longer than 15-30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q9 How do I know if my Range Rover Evoque vehicle is affected?**

A All owners of potentially affected vehicles will receive a letter inviting them to contact a Land Rover dealer for the work to be carried out.

**Q10 Can I continue to drive my vehicle until it has had the software update?**

A Yes. If you are driving in wet conditions such as heavy rain for 40 minutes or more at around 50 miles per hour at a steady engine speed, then take care to avoid a subsequent rapid increase in speed, in order to minimize the potential of a misfire to occur.

**Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover North America PR office.**