



# SERVICE BULLETIN

## Owner Notified Service Action Q131: Revised Engine and Transmission Calibration Software

25-APR-13 | No.: SWA11-01 (issue 2) | Section: WARRANTY | Market: USA

CHANGES ARE HIGHLIGHTED IN GRAY

### DESCRIPTION

A limited number of Range Rover vehicles, equipped with the 4.4L naturally aspirated engine only, may not contain the correct level of engine management software. This can result in the progressive increase in Nitrogen Oxides (NO<sub>x</sub>) tailpipe emissions.

### VEHICLES INVOLVED / OWNER NOTIFICATION

A limited number (5,157) of 2007 model year Range Rover vehicles fitted with the 4.4L naturally aspirated engine in the USA are involved. The VIN range for affected vehicles is: 7A233807 - 7A263532. Records currently indicate that 1,677 vehicles are still eligible for this program and are subject to this second owner notification.

The original owner notification occurred the week of 18 April 2011.

A second owner notification is expected to begin on or before the week of 13 May 2013.

### WORKSHOP PROCEDURE

Refer to Technical Bulletin Q131, *Service Action: Revised Engine and Transmission Calibration Software*, for complete workshop details.

### PARTS

**NOTE:** Initial quantities of the *Vehicle Emissions Recall - Proof of Correction* certificates were shipped to California retailers free of charge; order additional quantities as required.

LRN0002LABEL .....Authorized Modification label Qty: 1 (pack of 100)

### TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD125\_V5.03 Calibration File 68  
Land Rover-approved Midtronics Vehicle Power Supply

### WARRANTY

**NOTE:** Always check DDW to verify that the vehicle is affected by this program prior to undertaking any repairs. Repair procedures are under constant review and therefore times and prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. 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 should be submitted quoting Program Code 'Q131' along with the relevant Option Code. The Option Codes which contain 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.

All Warranty claims must be submitted for payment within 30 days of completion of the repair.

<i>PROGRAM CODE</i>	<i>OPTION CODE</i>	<i>DESCRIPTION</i>	<i>SRO</i>	<i>TIME</i>	<i>PARTS</i>	<i>QTY/\$</i>
Q131	B	Update ECM software	12.90.13	0.20	Other	\$0.50
Q131	C	Update ECM software Drive in / Drive out	12.90.13 02.02.02	0.20 0.20	Other -	\$0.50 -
Q131	D	Update ECM software; check TCM software level	12.90.89/32	0.30	Other	\$0.50
Q131	E	Update ECM software; check TCM software level Drive in / Drive out	12.90.89/32 02.02.02	0.30 0.20	Other -	\$0.50 -
Q131	F	Update ECM <u>and</u> TCM software	12.90.14	0.50	Other	\$0.50
Q131	G	Update ECM <u>and</u> TCM software Drive in / Drive out	12.90.14 02.02.02	0.50 0.20	Other -	\$0.50 -

*Normal Warranty policies and procedures apply*

# Service Action Q131: Sample Owner Letter

## Service Action Q131: Revised Engine and Transmission Calibration Software

Dear Range Rover Owner,

This letter is a second notification relating to this Service Action program. Land Rover is conducting a no-charge service action program for owners of 2007 model year Range Rover vehicles fitted with 4.4L V8 engines. Our records indicate that your vehicle is affected by this program and has not yet had the work completed. If you have recently had this program completed on your vehicle, you may ignore this notification.

### What is the concern?

A concern has been identified with the emissions calibration of the vehicles identified above where certain driving conditions may cause a gradual increase in tailpipe emissions. This concern has no effect on the performance or driveability of your vehicle.

### What will Land Rover and your Land Rover retailer do?

Land Rover is conducting a service action program for vehicles identified above. Land Rover retailers will reconfigure the Engine control module (ECM) and, where appropriate, the Transmission control module (TCM). If your vehicle requires reconfiguration of the TCM, the transmission shift quality will improve over time as it adapts to your individual driving requirements. This work will be carried out free of charge.

### 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 Q131.

### 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 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.

### 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 e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section.

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 Blvd  
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,



Peter Pochapsky  
Customer Experience Manager