



# SERVICE BULLETIN

## Emissions Recall P039: Engine Malfunction Indicator Lamp Illumination

25-JUL-14 | No.: SRE14-07 | Section: RECALL | Market: USA

### DESCRIPTION

An issue has been identified on a number of 2010-2013 model year LR4 (L319) and Range Rover Sport (L320) and 2010-2012 model year Range Rover (L322) vehicles fitted with the 5.0L V8 engine (naturally aspirated and supercharged) within the listed VIN ranges. The condition may cause the engine Malfunction Indicator Lamp (MIL) to illuminate with Diagnostic Trouble Code (DTC) P0316 in addition to one or more of the P0301-P0308 codes stored in the Engine Control Module (ECM). This condition will have no effect on the vehicle's performance, but may reduce the vehicle's ability to control tailpipe emissions.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN ranges of affected vehicles are:

- LR4 (L319) ..... AA510178-DA699999
- Range Rover Sport (L320) ..... AA215623-DA814822
- Range Rover (L322) ..... AA306630-CA393639

Owner notification is expected to commence, based on VIN group, on or before the week of 11 August 2014.

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles within your control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin P039NAS, *Emissions Recall: Engine Malfunction Indicator Lamp Illuminated*, for detailed repair instructions.

### PARTS

**NOTE:** \* when ordering parts, order only the expected percentage demand of parts identified

\*\* order quantity of '1' (one) is a pack of 100 labels

\*\*\* order quantity of '1' (one) is a pack of 25 certificates

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PART*
Authorized Modification Label	LRN0002LABEL	1**	100
CA Vehicle Emission Recall - Proof of Correction Certificate (California-registered vehicles only)	JLM21849	1***	100 (California-registered vehicles only)

### WARRANTY

**NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to 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 must be submitted quoting Program Code '**P039**' together with the relevant Option Code from the table. The SRO and part information listed have been 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 into the workshop for this action alone to be undertaken.

Warranty claims 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>PARTS / SUNDRY CODE</b>	<b>QTY. / VALUE*</b>
<b>P039</b>	<b>B</b>	Update Engine Control Module software	12.90.13	0.20	ZZZ001	\$0.50
<b>P039</b>	<b>C</b>	Update Engine Control Module software	12.90.13	0.20	ZZZ001	\$0.50
		Drive in/drive out	02.02.02	0.20	-	-

\*An allowance of \$0.50 (US) for the Authorized Modification Label has been provided.

*Normal Warranty policies and procedures apply*

# Emissions Recall P039: Sample Owner Letter

July 2014

**RE: Emissions Recall P039 - Engine Malfunction Indicator Lamp Illuminated**

**Vehicle Affected: 2010-2013MY LR4, Range Rover Sport; 2010-2012MY Range Rover**

**Dear Land Rover Owner,**

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code P039) for owners of 2010-2013 model year LR4 and Range Rover Sport and 2010-2012 model year Range Rover vehicles. Your vehicle is included in this Voluntary Emissions Recall.

**What is the concern?**

A concern has been identified with the engine calibration software of vehicles identified above, which can cause the engine Malfunction Indicator Lamp (MIL) to illuminate. This condition will have no effect on the vehicle's performance, but can reduce the vehicle's ability to control tailpipe emissions.

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

An authorized Land Rover retailer will update your vehicle's Engine Control Module software. There will be no charge for this repair.

**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 P039.

**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 20-30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Are you the owner of an affected vehicle registered in California?**

Under certain driving conditions, your vehicle may release air pollutants which exceed California standards. California requires the completion of this service prior to vehicle registration renewal. Your vehicle is subject to these requirements. When the required service has been completed, your Jaguar retailer will provide you a 'Vehicle Emission Recall – Proof of Correction' certificate. Please make sure that you obtain the certificate from your Jaguar retailer and, if required, present it to the Department of Motor Vehicles when renewing your registration. Retain the certificate for your records.

**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 Centre 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 Centre  
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,



Peter Pochapsky  
Customer Experience Manager

# Emissions Recall P039: Technical Q & A

**Main Message: 2010-2013MY LR4 and Range Rover Sport and 2010-2012MY Range Rover vehicles, fitted with 5.0L naturally aspirated and supercharged engines, may experience the illumination of the engine Malfunction Indicator Lamp on the Instrument Cluster and/or engine misfire during the first minute after starting from cold.**

**Q1 Why is Jaguar Land Rover recalling these models?**

A To update engine control module software.

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

A Over the life of a vehicle, emissions control components change how they react. In this instance, injector opening times need to be increased more than originally planned for to compensate for changes in fuel flow over time. This is necessary to ensure that there is no loss of engine performance and also that tailpipe emissions remain under control.

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

A The customer may experience the illumination of the engine Malfunction Indicator Lamp on the Instrument Cluster, and/or misfire within one (1) minute from a cold start and/or poor performance.

**Q4 Does this recall affect vehicle safety?**

A No.

**Q5 Has Jaguar Land Rover received many complaints?**

A No.

**Q6 Have there been any accidents or injuries?**

A Jaguar Land Rover is not aware of any accidents, injuries, or fires which have been attributed to this issue.

**Q7 How was the condition discovered?**

A This condition was discovered through Jaguar Land Rover's regular review of customer and warranty claims.

**Q8 How long has Jaguar Land Rover known about this problem?**

A The issue was first reported in March 2013; the detailed investigation concluded on 21 March 2014, where the consequences of this condition were fully realized and an Emissions Recall initiated.

**Q9 Is the defect leading you to any concerns regarding the reliability of a system which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

**Q10 What has Jaguar Land Rover done in production?**

A The new software is programmed into all production vehicles prior to release from the factory.

**Q11 What will Authorized Repairers do to the vehicles?**

A Authorized repairers will update the vehicles with the latest software.

**Q12 Which vehicles are affected by this recall?**

A

- LR4: 2010-2013MY; AA510178-DA699999
- Range Rover Sport: 2010-2013MY; AA215623-DA814822
- Range Rover: 2010-2012MY; AA306630-CA393639

**Q13 Are other Jaguar Land Rover models affected by these actions?**

A Yes; Emissions Recall J038 has been released to rectify the same concern on the following Jaguar vehicles:

- XF: 2010-2012MY; R47154-S61361
- XJ: 2010-2012MY; V00001-V39426
- XK: 2010-2014MY; B32753-B54400

**Q14 Are parts available to rework vehicles?**

A For this concern, no parts are required; only a software update.

**Q15 How much will the recall cost Jaguar Land Rover?**

A Cost was not a factor in deciding to recall these vehicles.

**Q16 How do I know if my vehicle is affected?**

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

**Q17 How long does it take for the car to be inspected and repaired?**

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

**Q18 Can I continue to drive my vehicle safely until it has been recalled?**

A Customers are advised to contact a Jaguar Land Rover authorized repairer should they have any concerns regarding their vehicles.

***Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.***