



ABOVE & BEYOND

# OWNER-NOTIFIED SERVICE ACTION Q255: WATER INDUCED MISFIRE / RESTRICTED PERFORMANCE - UPDATE

## SERVICE BULLETIN

10-NOV-14 | No.: SGI13-20 (issue 2) | SECTION: GENERAL INFORMATION | MARKET: USA

CHANGES ARE HIGHLIGHTED IN GRAY

### DESCRIPTION

A design issue has been identified on 2012-2013 model year Range Rover Evoque vehicles within the listed VIN range. While driving in wet weather conditions, condensation may build up within the engine Charge air radiator. Following a rapid increase in engine speed, this condensation could be drawn in to one of the engine's 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. In this mode, the driver noticeably experiences reduced power to accelerate until the engine is switched off and then restarted. Furthermore, an engine warning message will display in the instrument cluster message center and the Engine Malfunction Indicator Lamp may illuminate.

New components have been designed to limit condensation from building in the engine's Charge air radiator to prevent the restricted performance mode from initiating. Additionally, updated Engine Control Module (ECM) software has been developed which changes the thresholds necessary to initiate the restricted performance mode for this issue.

Service Action Q255 supersedes Q237 with immediate effect. Vehicles updated under Q237 require the rework action detailed in Q255.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is CH000447-DH769903.

Owner notification is expected to commence the week of 14 October 2013.

### 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 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 Q255NAS: *Service Action: Water Induced Misfire / Restricted Performance*, for detailed repair instructions.

## PARTS

**NOTE: The Charge Air Radiator may also be referred to as Charge Air Cooler.**

PART NO.	DESCRIPTION	QTY.	VIN RANGE	% OF VEHICLES REQUIRING PART*
LR048122	Charge air radiator venturi tube	1	CH000447-DH706531	100
LR067362	Charge air radiator grille kit	1	All	100
LR049458	Pop rivet	8	All	100

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

## TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD133.03 v.129  
Land Rover-approved Midtronics Battery Power Supply

## WARRANTY

**NOTE: If Program Code 'Q203' is open in DDW, update the Engine Control Module (ECM) software as directed below and close campaign Q203; do not submit a second ECM software update claim under Program Code Q255; instead, use either Option Code 'N' or 'P'. If Program Code Q203 is not open in DDW, complete the ECM software update and submit claim as per the details as shown below.**

**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 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.**

**NOTE: Charge Air Radiator Grille Kit part number LR048135 has been superseded by LR067362. Please ensure the new part number is used for all repairs going forward. Previous Option Codes containing part number LR048135 will remain valid until 30 November 2014 in order process any pending claims. After this date, any claim submitted with these Option Codes containing part number LR048135 will be rejected; submit these claims for payment prior to this date.**

**NOTE: The Charge Air Radiator may also be referred to as Charge Air Cooler.**

Warranty claims must be submitted quoting Program Code 'Q255' 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 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 June 2015 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY. / VALUE
Q255	A	VIN CH000447-DH706531 ONLY				
		Install venturi tube and grille to Charge Air Radiator	19.42.89/46	1.70	LR048122	1
		Update Engine Control Module software	12.90.13	0.20	LR067362 LR049458	1 8
Q255	K	VIN CH000447-DH706531 ONLY				
		Install venturi tube and grille to Charge Air Radiator	19.42.89/46	1.70	LR048122	1
			12.90.13	0.20	LR067362	1
		Update Engine Control Module software	02.02.02	0.20	LR049458	8
		Drive in/drive out				
Q255	D	VIN DH706533-DH769903 ONLY				
		Install grille to Charge Air Radiator	19.42.89/47	1.70	LR067362	1
		Update Engine Control Module software	12.90.13	0.20	LR049458	8
Q255	E	VIN DH706533-DH769903 ONLY				
		Install grille to Charge Air Radiator	19.42.89/47	1.70	LR067362	1
		Update Engine Control Module software	12.90.13	0.20	LR049458	8
		Drive in/drive out	02.02.02	0.20	-	-
Q255	N	Install venturi tube and grille to Charge Air Radiator	19.42.89/46	1.70	LR048122	1
					LR067362	1
					LR049458	8
Q255	P	Install venturi tube and grille to Charge Air Radiator	19.42.89/46	1.70	LR048122	1
					LR067362	1
		Drive in/drive out	02.02.02	0.20	LR049458	8

*Normal Warranty policies and procedures apply*

# SERVICE ACTION Q255: SAMPLE OWNER LETTER

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## **Service Action Q255: Water Induced Misfire / Restricted Performance**

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

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q255) 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 to your Land Rover retailer for the installation of new components and 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 a grille to the front of the vehicle's Charge air radiator and install a venturi to the inside of the Charge air radiator (if necessary, depending on VIN) in order to prevent any condensation from building and thereby prevent the restricted performance mode from initiating. We will also install updated engine management software which changes the thresholds necessary to initiate the restricted performance mode for this issue. 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 Q255. 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 2.5 hours, 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 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".

Peter Pochapsky  
Customer Experience Manager

## SERVICE ACTION Q255: TECHNICAL Q & A

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### 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 new components as well as updated engine management software which changes the thresholds necessary to initiate the restricted performance mode for this issue.

### 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 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 Do the new components and software update and remedy the condition?

A The new components have been designed to limit condensation from building in the engine's Charge air radiator to prevent the restricted performance mode from initiating and the software update has been developed which changes the thresholds necessary to initiate the restricted performance mode for this issue.

### 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 retailer technical field reporting process.

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

A Authorised Repairers install a grille to the front of the vehicle's Charge air radiator and install a venturi to the inside of the Charge air radiator (if necessary, depending on VIN) in order to prevent any condensation from building and thereby prevent the restricted performance mode from initiating. We will also install updated engine management software.

**Q8 How long does it take for the work to be completed?**

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 2.5 hours to complete. Naturally, due to retailer 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 retailer for the work to be carried out.

**Q10 Can I continue to drive my vehicle until it has had these updates?**

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 Public Relations office.