



ABOVE & BEYOND

SERVICE ACTION Q594: ENGINE MANAGEMENT SYSTEM CALIBRATION IMPROVEMENTS TO 3.0L V6 DIESEL RANGE ROVER AND RANGE ROVER SPORT VEHICLES

SERVICE BULLETIN

19-DEC-16

No.: SGI16-62

SEC.: GENERAL INFORMATION

MKT: CAN / USA

DESCRIPTION OF ISSUE

A revised engine management system (EMS) calibration has been developed to improve the robustness of the emission control system of TDV6 3.0L diesel vehicles within the listed Affected Vehicle Range. Specifically, the key improvements comprise a number of revised driver instrument display messages. These include the status of the Diesel Exhaust Fluid (DEF) system as well as an optimized emission control strategy for the extended operation of the vehicle under demanding conditions such as sustained high-speed driving, aggressive acceleration, or heavy towing.

As a result to this change, it is expected that customers of certain vehicles who regularly operate their vehicles under such conditions will experience a noticeable increase in the rate of consumption of DEF. An Owner's Handbook Supplement for these vehicles (Range Rover Sport [L494; 519971-571257; 617562-643823] and Range Rover [L405; 219083-274090]) is also included in this program.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494; TDV6 3.0L Diesel)

Model Year: 2016

VIN Range: 519971-599874; 100369-103645; 617562-659859;

Range Rover (L405; TDV6 3.0L Diesel)

Model Year: 2016

VIN Range: 219083-303106

Visit the InfoTrail website for a list of affected unsold vehicles (as of 19 December 2016).

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before the week of 19 December 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework 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 rework action.

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.

Certain vehicles (Range Rover Sport [L494; 519971-571257; 617562-643823] and Range Rover [L405; 219083-274090]) require an Owner's Handbook Supplement. Retailers are to place the supplement with the vehicle's literature pack. At the time of vehicle return to the customer, advise them that the supplement updates important information on average Diesel Exhaust Fluid (DEF) consumption which may change as a result of the engine management system calibration update.

Refer to Technical Bulletin Q594NAS, *Service Action: Engine Management System Calibration Improvements to 3.0L V6 Diesel Range Rover and Range Rover Sport Vehicles*, for detailed instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Diesel exhaust fluid top up	ZZZ999	\$13.95 USD	100
Owner's Handbook Supplement - Canada	LSC18 02 99 161 and LSC20 02 99 161 (dual language supplement combined)	**	See NOTE below
Owner's Handbook Supplement - USA	LSC18 02 99 161	**	See NOTE below

* - an allowance has been provided to cover the cost of the diesel exhaust fluid (DEF).

** - a supply of Owner's Handbook Supplements will be shipped direct to retailers to the attention of the Service Manager. Quantities will be based on initial retailer vehicle allocation. These must be stored appropriately until affected vehicles are presented for this program.

NOTE: Owner's Handbook Supplements are required for the following vehicles only:

Range Rover Sport (L494): 519971-571257; 617562-643823

Range Rover (L405): 219083-274090

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a 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 Recall and 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 the Program Code 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 may only be claimed if the vehicle is brought 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. Refer to TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **30 November 2018** 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. / SUNDRY CODE	QTY. / VALUE
Q594	B	Configure the PCM	12.90.13	0.20	-	-
		With the Jaguar Land Rover approved diagnostic tool connected, read the level of the DEF and top up the DEF tank	05.10.30	0.30	ZZZ999	\$13.95 USD

Q594	C	Configure the PCM	12.90.13	0.20	-	-
		With the Jaguar Land Rover approved diagnostic tool connected, read the level of the DEF and top up the DEF tank	05.10.30	0.30	ZZZ999	\$13.95 USD
		Drive in/drive out	02.02.02	0.20	-	-

* - an allowance has been provided to cover the cost of the diesel exhaust fluid (DEF).

Normal Warranty policies and procedures apply.

SAMPLE OWNER LETTER 1 – CANADA

(RANGE ROVER SPORT [L494; 519971–571257; 617562–643823] AND RANGE ROVER [L405; 219083–274090])

December 2016

RE: Service Action Q594: Engine Management System Calibration Improvements to 3.0L V6 Diesel Range Rover and Range Rover Sport Vehicles

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2016**

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program for owners of 2016 model year Range Rover Sport and Range Rover vehicles equipped with a TDV6 3.0L diesel engine.

What is the reason for this program?

Land Rover has introduced revised software for your vehicle's engine management system (EMS) for the purpose of optimizing the emissions control and diagnostic system of your vehicle. This change will not affect the performance of your vehicle. However, depending upon your driving style and the use of your vehicle, you may experience a noticeable increase in the consumption of Diesel Exhaust Fluid (DEF) particularly if your driving pattern includes sustained high speed driving, aggressive acceleration, or heavy towing. This could result in a reduction of the DEF refill interval up to approximately half of that previously experienced.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the engine management system (EMS) calibration and the Diesel Exhaust Fluid (DEF) reservoir will be re-filled. The retailer will also provide you an Owner's Handbook Supplement with updated information to be placed inside your vehicle's literature pack.

There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code Q594. At that time, your retailer may also advise you of your vehicle's eligibility for other enhancements and updates.

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 less than one hour, 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?

It is strongly recommended that owners review the Owner's Handbook Supplement your retailer will provide after the EMS calibration is updated as this contains important information on your vehicle's emission control system and possible changes to the rate of Diesel Exhaust Fluid (DEF) consumption. You may also familiarize yourself with the video published on <http://www.landroverusa.com> Ownership section, 2016 Tutorials, <http://www.landroverusa.com/ownership/guides-and-manuals/range-rover-sport.html> or <http://www.landroverusa.com/ownership/guides-and-manuals/range-rover.html>, which provides helpful information on the operation of the DEF emission control system, fluid level displays and low level warnings.

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 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact Land Rover by e-mail. Visit the website <http://www.landrover.ca> 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 Canada ULC
ATTN: Customer Relationship Centre
75 Courtney Park Drive West, Unit 3
Mississauga, ON L5W 0E3

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 Relationship Centre Manager

SAMPLE OWNER LETTER 2 – CANADA

(RANGE ROVER SPORT [L494; 571258-103645; 643824-659859] AND RANGE ROVER [L405; 274091-303106])

December 2016

RE: Service Action Q594: Engine Management System Calibration Improvements to 3.0L V6 Diesel Range Rover and Range Rover Sport Vehicles

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2016**

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program for owners of 2016 model year Range Rover Sport and Range Rover vehicles equipped with a TDV6 3.0L diesel engine.

What is the reason for this program?

Land Rover has introduced revised software for your vehicle's engine management system (EMS) to ensure optimal performance on the On Board Diagnostic system. This change will not affect the performance of your vehicle.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the engine management system (EMS) calibration.

There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code Q594. At that time, your retailer may also advise you of your vehicle's eligibility for other enhancements and updates.

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 less than one hour, 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 Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

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Sincerely,

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

Peter Pochapsky
Customer Relationship Centre Manager

SAMPLE OWNER LETTER 1 – USA

(RANGE ROVER SPORT [L494; 519971–571257; 617562–643823] AND RANGE ROVER [L405; 219083–274090])

December 2016

RE: Service Action Q594: Engine Management System Calibration Improvements to 3.0L V6 Diesel Range Rover and Range Rover Sport Vehicles

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2016**

Dear Land Rover Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program for owners of 2016 model year Range Rover Sport and Range Rover vehicles equipped with a TDV6 3.0L diesel engine.

What is the reason for this program?

Land Rover has introduced revised software for your vehicle's engine management system (EMS) for the purpose of optimizing the emissions control and diagnostic system of your vehicle. This change will not affect the performance of your vehicle. However, depending upon your driving style and the use of your vehicle, you may experience a noticeable increase in the consumption of Diesel Exhaust Fluid (DEF) particularly if your driving pattern includes sustained high speed driving, aggressive acceleration, or heavy towing. This could result in a reduction of the DEF refill interval up to approximately half of that previously experienced.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the engine management system (EMS) calibration and the Diesel Exhaust Fluid (DEF) reservoir will be re-filled. The retailer will also provide you an Owner's Handbook Supplement with updated information to be placed inside your vehicle's literature pack.

There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code Q594.

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 one hour, 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.

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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?

It is strongly recommended that owners review the Owner's Handbook Supplement your retailer will provide after the EMS calibration is updated as this contains important information on your vehicle's emission control system and possible changes to the rate of Diesel Exhaust Fluid (DEF) consumption. You may also familiarize yourself with the video published on <http://www.landroverusa.com> Ownership section, 2016 Tutorials, <http://www.landroverusa.com/ownership/guides-and-manuals/range-rover-sport.html> or <http://www.landroverusa.com/ownership/guides-and-manuals/range-rover.html>, which provides helpful information on the operation of the DEF emission control system, fluid level displays and low level warnings.

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 1-800-637-6837, 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,



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Customer Relationship Centre Manager

SAMPLE OWNER LETTER 2 – USA

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Peter Pochapsky
Customer Relationship Centre Manager

Sample