



ABOVE & BEYOND

OWNER-NOTIFIED SERVICE ACTION Q539: CATALYST MONITOR

SERVICE BULLETIN

12-FEB-16

NO.: SGI16-10

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION

A specific number of 2009 model year 4.2L supercharged Range Rover Sport vehicles where under certain driving conditions, some vehicles may unnecessarily display an illuminated Malfunction Indicator Lamp (MIL) -- 'Check Engine Light' -- as a result of over-sensitive monitoring of exhaust catalytic converters. However, this condition will not affect a vehicle's emissions or performance.

AFFECTED VEHICLE RANGE

Range Rover Sport (L320)

Model Year 2009

VIN: 163083-215353

OWNER NOTIFICATION

Mailing of owner notification letters for vehicles registered in Canada and all USA states except California will occur on or before the week of 15 February 2016. Owners of vehicles registered in California will receive notification letters following final approvals from the relevant authorities.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q539) prior to undertaking any rework action. Retailers are required to **HOLD only affected new vehicles** that are within your control and refrain from releasing the vehicles for new 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 Q539NAS, *Service Action: Catalyst Monitor*, for detailed repair instructions.

PARTS

No parts required.

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 Program Code '**Q539**' 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY CODE	QTY. / VALUE
Q539	B	Configure the PCM	12.90.13	0.20	-	-
Q539	C	Configure the PCM	12.90.13	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer had previously paid for a repair for this defect relating to catalytic converters as a normal retail repair (vehicle outside normal warranty period) prior to the date on their Owner Notification letter, a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once this program's claim has been paid and accepted. Only repairs performed using approved Land Rover parts are eligible for reimbursement.

Claims should be submitted quoting program code '**Q539**' and by clicking the '**Related Damage**' radio button on the claim submission screen. The warranty claim should be submitted using option code '**X**' as detailed below and entering the cost to be reimbursed against the sundry code of '**ZZZ001**'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
Q539	X	Re-imburement to owner	N/A	ZZZ001	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action Q539 are included in this process. Only one claim per vehicle for related damages will be accepted.

SERVICE ACTION Q539: SAMPLE OWNER LETTER – CANADA

February 2016

Subject: Voluntary Service Program Q539 – Reprogram Engine Control Module
Affected Vehicles: 2009 Model Year Range Rover Sport

Dear Range Rover Sport Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge voluntary service program (program code Q539) for owners of 2009 model year Range Rover Sport models equipped with the 4.2L supercharged engine.

Your vehicle is included in this voluntary service program.

What is the concern?

Under certain driving conditions, some vehicles may unnecessarily display an illuminated Malfunction Indicator Lamp (MIL) as a result of over-sensitive monitoring of exhaust catalytic converters. However, this condition will not affect a vehicle's emissions or its performance.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will reprogram your vehicle's Engine Control Module (ECM) with an updated program. There will be no charge for this service.

What should you do?

Please contact your preferred Land Rover retailer to schedule an appointment to complete the work required under program code Q539.

How long will it take?

Your vehicle will be serviced as quickly and efficiently as possible in order to minimize inconvenience to you. The work 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.

What if I have previously paid for this concern?

If you have already paid for a repair for this defect relating to catalytic converters before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover Canada ULC.

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.

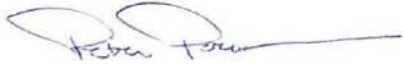
You may also contact Land Rover by e-mail. Visit the web site <http://www.landrover.ca> and send an email from the 'Contact Us' section.

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 Courtneypark 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,

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

Peter Pochapsky
Customer Relationship Centre Manager

Sample

SERVICE ACTION Q539: SAMPLE OWNER LETTER – USA [EXCEPT CALIFORNIA]

February 2016

Subject: Voluntary Service Program Q539 – Reprogram Engine Control Module

Affected Vehicles: 2009 Model Year Range Rover Sport

Dear Land Rover Range Rover Sport Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge voluntary service program (program code Q539) for owners of 2009 model year Range Rover Sport models equipped with the 4.2L supercharged engine. Your vehicle is included in this voluntary service program.

What is the concern?

Under certain driving conditions, some vehicles may unnecessarily display an illuminated Malfunction Indicator Lamp (MIL) as a result of over-sensitive monitoring of exhaust catalytic converters. However, this condition will not affect a vehicle's emissions or its performance.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will reprogram your vehicle's Engine Control Module (ECM) with an updated program. There will be no charge for this service.

What should you do?

Please contact your preferred Land Rover retailer to schedule an appointment to complete the work required under program code Q539.

How long will it take?

Your vehicle will be serviced as quickly and efficiently as possible in order to minimize inconvenience to you. The work 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.

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To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

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 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

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SERVICE ACTION Q539: SAMPLE OWNER LETTER – CALIFORNIA

February 2016

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Affected Vehicles: 2009 Model Year Range Rover Sport

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

The State of California requires the completion of this service prior to vehicle registration renewal. When the required service has been completed, your Land Rover retailer will provide you a *Proof of Correction* certificate. Please retain this certificate for your records as you may be required to present it to the Department of Motor Vehicles when renewing your registration.

What if I have previously paid for this concern?

If you have already paid for a repair for this defect relating to catalytic converters before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

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