

# Update Prior to Sale Notice



Issue Date: 12/01/2016

Expiry Date: 21/06/2017

Action No.: Q660 UPS9216-5B

To: **For the attention of Jaguar Land Rover North America, LLC**

Attention: Managing Director, Sales Director and Customer Service Director

Model(s):

Model/Variant	Model Year(s):		VIN Range:	
	from	to	from	to
Discovery Sport (LC)	2017	2017	668185	669100
Range Rover Evoque (LV)	2017	2017	206025	207179

Subject:

## Tailgate/Boot Latch Function

Information: **North American Territories: HOLD at Port of Entry Facility.**

**This Update Prior to Sale Notice has been issued to provide the relevant repair instructions, parts and warranty information. The Update Prior to Sale Notice is valid for six months only. Repairs must be completed prior to the expiry date at the top of this Update Prior to Sale Notice.**

**This Update Prior to Sale Notice is being re-issued due to an alteration in the SRO time. This Notice does not apply to any vehicles already registered and in use, either with the retailer, or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Technical Service Bulletin, or Field Service Action.**

Dear Colleagues

### Issue

A potential concern has been identified on specific vehicles within the above Vehicle Identification (VIN) range.

Investigations have identified that when the vehicle is in a locked state and the tailgate/boot is subsequently opened on its own, the tailgate/boot will de-latch within two seconds of closing causing a warning bleep and the inability to lock.

This may cause customer frustration, inconvenience and a possibility that the tailgate/boot will remain open whilst driving if not noticed by the owner/driver.

### Action to be taken

This notice directs affected markets and retailers to hold any unsold vehicles in the affected VIN range and refrain from releasing the vehicles for onward distribution and sale, until completion of the service instruction detailed in this Update Prior to Sale Notice.

These vehicles should not be released until this service instruction has been completed.

On completion of the service instruction, the vehicle may then be released for onward distribution and sale.

**Please ensure that you check DDW to ensure that the vehicle is affected by this Update Prior to Sale Notice prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected. Should you require a listing of the**

**affected vehicles, please contact the Jaguar Land Rover Field Actions team by e-mail at [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com). All overseas requests should be forwarded via the National Sales Company/Regional Office only.**

### **Customer Communication**

Should this UPS mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

"Jaguar Land Rover are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our cars.

Jaguar Land Rover have advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologise that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible."

If necessary you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

### **Retailer Empowerment**

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

Yours faithfully

Stuart Woodcock

Manager Technical Service Engineering

# SERVICE INSTRUCTION - Q660

## Warranty Information - SROs

Description	SRO	Time
Keyless Vehicle Module - configure	86.90.84	0.2
Disengage/Engage Transit Mode	86.90.89.47	0.1
Remove Body Bag Protection	10.42.03	0.2
Drive in/drive out	02.02.02	0.2

Warranty claims should be submitted quoting the program code Q660 together with the relevant option code from the table shown below. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter SROs or parts; these are repeated here for information only.

Drive in/drive out may only be claimed where the vehicle has been brought back into the workshop for this action alone to be undertaken.

Program Code	Option	Description	SRO	Time
Q660	B	Keyless Vehicle Module - configure	86.90.84	0.2
Q660	C	Keyless Vehicle Module - configure Drive in/drive out	86.90.84 02.02.02	0.2 0.2
Q660	D	Keyless Vehicle Module - configure Disengage/Engage Transit	86.90.84 86.90.89.47	0.2 0.1
Q660	E	Keyless Vehicle Module - configure Disengage/Engage Transit Drive in/drive out	86.90.84 86.90.89.47 02.02.02	0.2 0.1 0.2
Q660	F	Keyless Vehicle Module - configure Remove Body Bag Protection	86.90.84 10.42.03	0.2 0.1
Q660	G	Keyless Vehicle Module - configure Remove Body Bag Protection Drive in/drive out	86.90.84 10.42.03 02.02.02	0.2 0.1 0.2
Q660	H	Keyless Vehicle Module - configure Disengage/Engage Transit Remove Body Bag Protection	86.90.84 86.90.89.47 10.42.03	0.2 0.1 0.1
Q660	J	Keyless Vehicle Module - configure Disengage/Engage Transit Remove Body Bag Protection Drive in/drive out	86.90.84 86.90.89.47 10.42.03 02.02.02	0.2 0.1 0.1 0.2

Warranty claims should be submitted in accordance with the current Jaguar Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Update Prior to Sale Notice.


## Diagnostic Procedure



**NOTE:** This update must be carried out prior to Pre Delivery Inspection (PDI). It will not be possible to complete this update after the PDI application has been run. If the PDI is completed and the then the Keyless Vehicle Module (KVM) update attempted, the 'Application Not Supported - Contact Dealer Technical Support' error message will be displayed and the KVM will need to be replaced and configured as new.

1. Restart the Jaguar Land Rover approved diagnostic tool.
2. Login to the Jaguar Land Rover approved diagnostic tool.
3. Select 'Continue' on the Jaguar Land Rover approved diagnostic tool Warning screen.
4. Select the 'Settings' tab.

5. Select 'System Utilities'.
6. Select 'Manual Patch Update'.
  - A pop-up will be displayed for Manual patch selection dialog box.
7. Enter '**MP\_JLR\_L0047**' in the Manual patch selection dialog box.
8. Select 'OK'.
  - The 'Software Management Wizard' will then download the fix file.
9. The manual patch update information prompt will ask 'Do you want to install the update now?' Select 'OK'.
10. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. **DO NOT SHUT DOWN THE PC.**
11. Select 'OK' when the 'Package has been installed' message is displayed.
12. Select 'OK' in the Manual patch update information prompt.
13. Close the Internet Explorer Window where the Jaguar Land Rover diagnostic program runs.

14.  **CAUTION:** This procedure requires DVD148.00 and Calibration File 256 loaded or a later version and manual patch MP\_JLR\_L0047.

Connect the Jaguar Land Rover approved battery support unit.

15. Connect the Jaguar Land Rover approved diagnostic tool to the vehicle.
16. Begin a new diagnostic session by reading the Vehicle Identification Number (VIN) for the current vehicle and initiating the data collect sequence.
17. Follow the Jaguar Land Rover approved diagnostic tool prompts.
  - If the vehicle is in 'Transportation mode', set the vehicle to 'Normal operation mode'.

Click here to run: [Configure existing module - Keyless vehicle module \(148.00 / 51250\)](#)

18. If the hyperlink is not available, the application can be found as follows:
  - Select the 'Diagnosis' Session Type
  - Select any of the following symptoms:
    - Body - Security and locking - Handles locks and latches
  - Run and close the 'Datalogger' tool to reveal the 'Extras' tab
  - Select the 'Extras' tab
  - Run: Configure existing module - Keyless vehicle module

- 19.** When all of the tasks are complete, exit the current session by selecting the 'Session' tab and then select the 'Close Session' option.
- 20.** If required, reset the vehicle to 'Transportation mode'.
- 21.** Restart the Jaguar Land Rover approved diagnostic tool.
- 22.** Disconnect the Jaguar Land Rover approved diagnostic tool and the Jaguar Land Rover approved battery support unit.
- 23.** If required, install the transit relay.
- 24.** If this Manual patch fails to correct the concern then a Technical Assistance (TA) should be raised.

# Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

## **SSM 73197 - Q660 UPS9216-5B Tailgate/Boot Latch Function**

**Models :** LC - Discovery Sport  
LV - Evoque

**Engineer :** Bottomley Ben

**Date Last Updated :** 15-02-2017 07:45:29

**Content :** Issue: The attached SSM is to support the above Field Action.

Cause: The SSM is to facilitate the Retailer to complete the required process identified in the Field Action.

This SSM has been created on a temporary basis, due to the Field Action documentation being temporarily unavailable via TOPIx due to restricted access and poor performance of the TOPIx website.

Once TOPIx has returned to normal operation this SSM will be removed.

Action: Please confirm the vehicle to be repaired is specified in the attached documentation.

Confirm using DDW that the Field action is applicable for the vehicle before commencing the repair.

Please read the Field Action documentation attached and complete the appropriate actions identified within.

Symptom Driven Diagnostics (SDD) and PATHFINDER must authenticate with TOPIx to provide access to TOPIx information and also support the control of offline mode.

Retailers have reported concerns with the offline mode timing out due to being unable to authenticate with TOPIx.

JLR have extended the period before timeout occurs.

To apply this to JLR Approved Diagnostic Equipment, the user must login with SDD and PATHFINDER, then authenticate with TOPIx to apply the update to the machine.

**Version :** 2

**Attachments :** [UPS 9216-5B - TailgateBoot Latch Function \(NAS ONLY\).pdf](#)