



## SERVICE ACTION N020: 'SERVICE REQUIRED' MESSAGE NOT DISPLAYED

## SERVICE BULLETIN

26-JUL-17

NO.: SGI17-24  
(ISSUE 2)

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

CHANGES ARE HIGHLIGHTED IN BLUE

### DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which will not display the 'Service Required' message on the Instrument Cluster, when starting the engine by depressing the brake pedal and pressing the engine START/STOP button, if/when a vehicle has reached its service interval. The message will display when switching the ignition only 'ON' (engine 'OFF') by pressing the engine START/STOP button and NOT depressing the brake pedal.

### AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: ..... 2016

VIN: ..... 543089-653989

Range Rover (L405)

Model Year: ..... 2016

VIN: ..... 243403-287289

### OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before the week of 05 June 2017.

### ACTION TO BE TAKEN

Check DDW to make sure that a 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.

Refer to Technical Bulletin N020NAS, *Service Action: 'Service Required' Message Not Displayed*, for detailed repair instructions.

**Note:** diesel engine model variants that display the 'Service Required' message on the Instrument Cluster when cranking the engine upon completion of the software update will require an oil and filter element service.

If the vehicle is less than 80% on time and/or distance to the next scheduled vehicle maintenance interval, the oil and filter element service will be covered under this Service Action (the 'Service Required' message is displayed due to oil dilution).

**Note:** the Service Required message and oil level indicator must be reset upon completion of an oil and filter element service. Inform the customer of the time and distance remaining to the next complete vehicle maintenance service, as the 'Service Required' message will not display at that time. Customers may want to schedule the next vehicle service for a future date based on the time or average distance traveled.

If the vehicle has covered 80% or more by time and/or distance to the next scheduled vehicle maintenance interval, arrange for a complete vehicle service to be carried out at the Customer's expense.

## 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 |
|-------------|-------------------------|---------------|----------------------------------------|
| Oil filter  | LR013148                | 1             | 0.9                                    |
| Oil         | ZZZ001                  | \$65.00       | 0.9                                    |

\* - an allowance has been provided to cover the cost of the oil. Claim using Sundry Code **'ZZZ001'**.

## 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 (N020) and Q627 prior to undertaking any rework action. If eligible, perform Service Action Q627 BEFORE performing N020.**

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 **'N020'**, Option Code **'X'**, and the relevant parts information. The SRO and parts information is included for information only. 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 April 2019** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

| DESCRIPTION                                                | SRO         | TIME (HOURS) | PARTS / SUNDRY CODE* | QTY. / VALUE* |
|------------------------------------------------------------|-------------|--------------|----------------------|---------------|
| Instrument Cluster Update                                  | 86.91.25    | 0.10         | -                    | -             |
| LUBRICATION SYSTEM DRAINREFILL - TOP-DOWN SERVICE STRATEGY | 12.60.99    | 0.50         | LR013148<br>ZZZ001   | 1<br>\$65.00  |
| Disengage and Reengage Transit Mode                        | 86.90.89.30 | 0.30         | -                    | -             |
| Drive in/drive out                                         | 02.02.02    | 0.20         | -                    | -             |

\* - an allowance has been provided to cover the cost of the oil. Claim using Sundry Code **'ZZZ001'**.

*Normal Warranty policies and procedures apply.*

## SERVICE ACTION N020: SAMPLE OWNER LETTER - CANADA

---

June 2017

### **Service Action N020: 'Service Required' Message Not Displayed**

**Vehicles 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 (Program Code N020) for owners of certain 2016 model year Land Rover Range Rover Sport and Range Rover vehicles.

#### **What is the reason for this program?**

The 'Service Required' message, which should be displayed on the Instrument Cluster when a service interval is approaching, is not visible when the engine cranking commences. The 'Service Required' message can be correctly revealed by turning on the ignition only by pressing the engine start/stop button without the brake pedal depressed. 'Service Required' messages are also provided to the 'In Control Remote' application that you may have activated and use on your mobile phone.

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

An authorized Land Rover retailer will update the Instrument Cluster software on the vehicle. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this program.

Should a full service be required, your authorized Land Rover retailer will arrange to have this carried out with you as customer-paid maintenance unless your vehicle is eligible for its complimentary first scheduled maintenance or covered under a pre-paid maintenance plan.

#### **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 N020.

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. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within 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?**

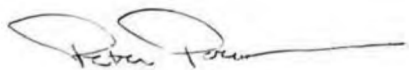
If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: **[lrcweb2@jaguarlandrover.com](mailto:lrcweb2@jaguarlandrover.com)**.

If 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 black ink, appearing to read "Peter Pochapsky".

Peter Pochapsky  
Customer Relationship Centre Manager

June 2017

### **Service Action N020: 'Service Required' Message Not Displayed**

**Vehicles 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 (Program Code N020) for owners of certain 2016 model year Land Rover Range Rover Sport and Range Rover vehicles.

#### **What is the reason for this program?**

The 'Service Required' message, which should be displayed on the Instrument Cluster when a service interval is approaching, is not visible when the engine cranking commences. The 'Service Required' message can be correctly revealed by turning on the ignition only by pressing the engine start/stop button without the brake pedal depressed. 'Service Required' messages are also provided to the 'In Control Remote' application that you may have activated and use on your mobile phone.

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

An authorized Land Rover retailer will update the Instrument Cluster software on the vehicle. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this program.

Should a full service be required, your authorized Land Rover retailer will arrange to have this carried out with you as customer-paid maintenance unless your vehicle is covered under a pre-paid maintenance plan.

#### **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 N020.

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. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

#### **Moved or no longer own this Land Rover vehicle?**

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

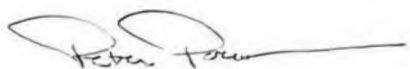
Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: **[lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com)**.

If 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,

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

Peter Pochapsky  
Customer Relationship Centre Manager