

N020NAS2

# TECHNICAL BULLETIN

26 JUL 2017



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

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Changes are highlighted in blue

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**SECTION:**

413-08: Information and Message Center

**SUBJECT/CONCERN:**

Service Action: 'Service Required' Message Not Displayed

**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
Range Rover Sport (LW)	2016	543089-653989	Solihull
Range Rover (LG)	2016	243403-287289	Solihull

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

An issue has been identified on certain 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.

**NOTE:**

If eligible, perform Service Action Q627 BEFORE performing N020.

**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 appropriate Diagnostic Procedure detailed in this Technical Bulletin. 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.

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**PARTS:**

**NOTE:**

Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO./SUNDRY CODE*	QTY./VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Oil filter	LR013148	1	<1.0
Oil	ZZZ001	\$65.00	<1.0

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

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## SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

Jaguar Land Rover-approved diagnostic tool with latest SDD software and Calibration File

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## 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 Recalls 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. 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 back 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** closure date must be submitted or payment within 30 calendar days of completion of the repair.

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

Normal Warranty policies and procedures apply.

\* - an allowance has been provided to cover the cost of the engine oil.

Claim using Sundry Code '**ZZZ001**'.

DIAGNOSTIC PROCEDURE 'A': VEHICLES WITH CONVENTIONAL DISPLAY INSTRUMENT CLUSTER

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#### CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests MUST be carried out; failure to perform these steps may cause damage to vehicle control modules.

**NOTES:**

- The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD149.04 v.268 (or later).
- If eligible, perform Service Action Q627 BEFORE performing N020.

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- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
    - 1 If required, remove the transit relay.
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- 2 Turn ignition ON (engine not running).
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- 3 Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
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- 4 Follow the on-screen prompts, allowing the diagnostic tool to read the VIN and identify the vehicle and initiating the data collect sequence.
    - 1 If the vehicle is not in **Transit mode**, go to the next Step.
    - 2 If the vehicle is in **Transit mode**, set the vehicle to **Normal operation mode**.

**NOTE:**

Vehicles with Conventional Display Instrument Cluster only.

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- 5 If the hyperlink is not available:
    - 1 Select **Diagnosis** from the Session Type screen.
    - 2 Select the **Selected Symptoms** tab.
    - 3 Select the following:
      -

## Electrical - Instruments - Information and message center - Message display area

- 4 Run and close the **Datalogger** tool to reveal the **Extras** tab.
- 5 Select the **Extras** tab.
- 6 Select **Run** to perform the '**Configure existing module - Instrument cluster control module**' option.
  - Follow all on-screen instructions until the application completes successfully.

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- 6 When all tasks are complete, exit the current session.
    - 1 If necessary, set the vehicle to '**Transit mode**'.
    - 2 Select the **Session** tab.
    - 3 Select the **Close session** option.

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- 7 Disconnect the diagnostic tool and battery support unit from the vehicle.
    - 1 If required, install the transit relay.

DIAGNOSTIC PROCEDURE 'B': VEHICLES WITH VIRTUAL DISPLAY INSTRUMENT CLUSTER

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### CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.

- All ignition ON/OFF requests MUST be carried out; failure to perform these steps may cause damage to vehicle control modules.

#### NOTES:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD149.04 v.268 (or later).

If eligible, perform Service Action Q627 BEFORE performing N020.

If 'candidate not available' error message is displayed, then the connected vehicle is not supported by this application. Go to "DIAGNOSTIC PROCEDURE 'A': vehicles with Conventional Display Instrument Cluster" above.

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
  - 1 If required, remove the transit relay.
- 2 Turn ignition ON (engine not running).
- 3 Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
- 4 Follow the on-screen prompts, allowing the diagnostic tool to read the VIN and identify the vehicle and initiating the data collect sequence.
  - 1 If the vehicle is not in **Transit mode**, go to the next Step.
  - 2 If the vehicle is in **Transit mode**, set the vehicle to **Normal operation mode**.



**NOTE:**

Vehicles with Virtual Display Instrument Cluster only.

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- 5 If the hyperlink is not available:
    - 1 Select **Diagnosis** from the Session Type screen.
    - 2 Select the **Selected Symptoms** tab.
    - 3 Select the following:
      - **Electrical - Instruments - Information and message center - Message display area**
    - 4 Run and close the **Datalogger** tool to reveal the **Extras** tab.
    - 5 Select the **Extras** tab.
    - 6 Select **Run** to perform the '**Special applications - Instrument cluster service interval update**' option.
      - Follow all on-screen instructions until the application completes successfully.
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- 6 When all tasks are complete, exit the current session.
    - 1 If necessary, set the vehicle to '**Transit mode**'.
    - 2 Select the **Session** tab.
    - 3 Select the **Close session** option.
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- 7 Disconnect the diagnostic tool and battery support unit from the vehicle.
    - 1 If required, install the transit relay.

SERVICE INSTRUCTION:

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## SERVICE INTERVAL

SERVICE INTERVAL	80% OF SERVICE INTERVAL
16,000 Miles / 26,000 Kilometers	12,800 Miles / 19,500 Kilometers

- 1 Check if the 'Service Required' message appears on the Instrument Cluster when cranking the engine.
  - If the 'Service Required' message does not appear on the Instrument Cluster when cranking the engine, return the vehicle to the Customer.
  - If the 'Service Required' message does appear on the Instrument Cluster when cranking the engine and the vehicle has covered **less than 80% of its next service interval** (refer to table), go to Step 2 and carry out an engine oil and engine oil filter element change as part of this Program (N020).
    - • Reset the 'Service Required' message and oil level indicator. Inform the customer of the time and distance remaining to then next complete vehicle service interval and offer to pre-book that service since the next service reminder message will not display when expected.
  - If the 'Service Required' message does appear on the Instrument Cluster when cranking the engine and the vehicle has covered **more than 80% of its next service interval** (refer to table), arrange for a full vehicle service to be carried out at the Customer's expense.
    - If the vehicle does have a Pre-Paid or Complimentary maintenance coverage,

complete a full vehicle service and charge the full cost to those programs.

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- Renew the engine oil and engine oil filter element (see TOPIx Workshop Manual section 303-01: Engine - Diesel Engine Oil Draining and Filling).