



SERVICE ACTION N125: OIL SERVICE INDICATOR NOT DISPLAYED

SERVICE BULLETIN

11-DEC-17

NO.: SGI17-57

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover Range Rover Velar vehicles fitted with the Virtual Display Instrument Cluster within the listed Affected Vehicle Range display the oil service distance as five "dashes" (-----) and not a numerical value. This will not provide the driver with an indication that an oil service is due.

AFFECTED VEHICLE RANGE

Range Rover Velar (L560; with Virtual Display Instrument Cluster)

Model Year: 2018

VIN: 700014-734988

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 11 December 2017).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Gateway Module software to the latest level. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to begin no later than the week of 22 January 2018.

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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N125NAS1, *Service Action: Oil Service Indicator Not Displayed*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to 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. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can 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 November 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
N125	B	Gateway Module (GWM) - Configuration	86.90.97	0.2	-	-
N125	C	Gateway Module (GWM) - Configuration	86.90.97	0.2	-	-
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

SERVICE ACTION N125: SAMPLE OWNER LETTER - CANADA - INGENIUM I4 2.0L DIESEL ENGINE

January 2018

Service Action N125: Oil Service Indicator Not Displayed

Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2018

Dear Land Rover Range Rover Velar Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N125) for owners of certain Land Rover Range Rover Velar vehicles fitted with the Ingenium I4 2.0L diesel engine.

What is the reason for this program?

An issue has been identified where the oil service distance indicator on the Instrument Cluster displays five 'dashes' (-----) instead of the correct numerical value. In this condition, there will be no indication to the driver that a service is due.

To make sure that no mechanical degradations occurs as a result of your vehicle possibly not being serviced in line with the Jaguar Land Rover requirements, due to this quality concern, you are requested to have your vehicle update as per this program within eight weeks of receiving this letter.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will update the Gateway Module software to the latest level. There will be no charge for this repair under this program.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code '**N125**'.

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 30 minutes, 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 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.

If you have the need to contact us 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 - diesel

SERVICE ACTION N125: SAMPLE OWNER LETTER - CANADA - INGENIUM I4 2.0L / V6 3.0L S/C PETROL ENGINE

January 2018

Service Action N125: Oil Service Indicator Not Displayed

**Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2018**

Dear Land Rover Range Rover Velar Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N125) for owners of certain Land Rover Range Rover Velar vehicles fitted with either an Ingenium I4 2.0L or V6 3.0L S/C petrol engine.

What is the reason for this program?

An issue has been identified where the oil service distance indicator on the Instrument Cluster displays five 'dashes' (-----) instead of the correct numerical value. In this condition, there will be no indication to the driver that a service is due.

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Customer Relationship Centre Manager

Sample - petrol

SERVICE ACTION N125: SAMPLE OWNER LETTER - USA - INGENIUM I4 2.0L DIESEL ENGINE

January 2018

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**Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2018**

Dear Land Rover Range Rover Velar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **N125**) for owners of certain Land Rover Range Rover Velar vehicles fitted with an Ingenium I4 2.0L diesel engine.

What is the reason for this program?

An issue has been identified where the oil service distance indicator on the Instrument Cluster displays five 'dashes' (-----) instead of the correct numerical value. In this condition, there will be no indication to the driver that a service is due.

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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.

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

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Model Year: 2018**

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