

N118NAS1



# TECHNICAL BULLETIN

17 JAN 2018

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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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### SECTION:

413-08: Information and Message Center

### SUBJECT/CONCERN:

Service Action: 'Service Required' Message Not Displayed & Service Reset Function Not Working

### AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Discovery Sport (LC)	2016-2017	516414-721747	Halewood
Range Rover Evoque (LV)	2016-2017	048246-267152	Halewood
Range Rover Sport (LW)	2015	361663-395374	Solihull
Range Rover Sport (LW)	2015-2016	502768-599999	Solihull
Range Rover Sport (LW)	2015-2017	600188-692864	Solihull
Range Rover Sport (LW)	2016-2017	100015-171672	Solihull
Range Rover (LG)	2015-2016	165369-289185	Solihull

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## MARKETS:

NORTH AMERICA

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## CONDITION SUMMARY:

### SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the 'Service Required' message will not appear on the Instrument Cluster (IC) if a vehicle has reached its service point and the engine is started normally by pressing the engine START/STOP button with the brake pedal pressed. Turning on the ignition only, by pressing the engine START/STOP button without the brake pedal pressed, will still allow the 'Service Required' warning message to be displayed.

In addition, the latest Powertrain Control Module (PCM) software has introduced a concern relating to the ability to reset the service message indicator. The latest IC software will rectify these concerns.

### 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 Workshop

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:

### NOTES:

- Order only the expected percentage demand of parts identified.
- Petrol engine vehicles do not require engine oil and filter renewal as part of this program.

DESCRIPTION	PART NO./SUNDRY CODE*	QTY./VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Oil filter (TDV6 3.0L Diesel)	LR013148	1	<1.0
Oil	ZZZ001	\$65.00	<1.0

\* - an allowance (\$65.00 USD or local equivalent) 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 PATHFINDER software **or**

Jaguar Land Rover-approved diagnostic tool with latest SDD Software Management Pack

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**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 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 '**N118**', 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 November 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 - Range Rover Sport (L494), Range Rover (L405)	12.60.99	0.50	LR013148 ZZZ001	1 \$65.00
Drive in/drive out	02.02.02	0.20	-	-

\* - an allowance (\$65.00 USD or local equivalent) has been provided to cover the cost of the engine oil. Claim using Sundry Code '**ZZZ001**'.

Normal Warranty policies and procedures apply.

#### DIAGNOSTIC PROCEDURE: SDD

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**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with Symptom Driven Diagnostics (SDD).**

#### 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.

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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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#### NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD152.00 Software Management Pack 285 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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- 3 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**.
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- 4 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.
  - 7 When all tasks are complete, go to the next Step.

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- 5 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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- 6 Disconnect the diagnostic tool and battery support unit from the vehicle.
    - 1 If required, install the transit relay.

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**NOTE:**

Range Rover Sport (L494) and Range Rover (L405) vehicles with TDV6 3.0L diesel engine only.

Switch the ignition 'ON' (do not press the brake pedal) and check the Instrument Cluster (IC) message center.

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If the 'Service Required' message is not displayed on the IC, release the vehicle.

- If the 'Service Required' message is displayed on the IC, renew the engine oil and engine oil filter element (see TOPIx Workshop Manual section 303-01: Engine - Diesel Engine Oil Draining and Filling).

#### DIAGNOSTIC PROCEDURE: PATHFINDER

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**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.**

#### 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 control modules in the vehicle.

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- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

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#### NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 130 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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#### NOTE:

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The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

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4 Select **ECU Diagnostics**.

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5 Select **Instrument Panel Cluster Control Module [IPC]**.

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6 Select **Update ECU**.

- 1 Follow all on-screen instructions until the application completes successfully.
- 2 When all tasks are complete, go to the next Step.

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7 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

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8 Disconnect the diagnostic tool and battery power supply from the vehicle.

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**NOTE:**

Range Rover Sport (L494) and Range Rover (L405) vehicles with TDV6 3.0L diesel engine only.

Switch the ignition 'ON' (do not press the brake pedal) and check the Instrument Cluster (IC) message center.

- If the 'Service Required' message is not displayed on the IC, release the vehicle.
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If the 'Service Required' message is displayed on the IC, renew the engine oil and engine oil filter element (see TOPlx Workshop Manual section 303-01: Engine - Diesel Engine Oil Draining and Filling).