



## SERVICE ACTION N025: INDEPENDENT OIL DILUTION COUNTER RESET

## SERVICE BULLETIN

17-JAN-18

NO.: SGI18-04

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where depending on the type and style of driving that the vehicle is subjected to, the 'Service Required' message may be displayed on the Instrument Cluster (IC) at a distance less than that shown in the service interval plans.

The software update within the Technical Bulletin listed below will separate the oil dilution counter from the time and distance service counter, allowing individual counter resets to be applied depending on the type of service completed.

### AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: ..... 2016-2017

VIN: ..... 542165-599999; 630154-699999; 100000-171673

Range Rover (L405)

Model Year: ..... 2016-2017

VIN: ..... 243371-371608

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 17 January 2018).

### SERVICE PROGRAM/REWORK ACTION

Retailers will update the Powertrain Control Module (PCM) software to the latest level. There will be no charge to owners for this action under this program.

### 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 N025NAS, *Service Action: Independent Oil Dilution Counter Reset*, 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.**

**NOTE: if a vehicle is also affected by Q627, N118, or N025, Q627 must be completed BEFORE N020 but AT THE SAME TIME AS N118 and N025 [if affected].**

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 **31 July 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
<b>N025</b>	<b>A</b>	Tune - Download - Engine management ECU	12.90.13	0.20	-	-
<b>N025</b>	<b>B</b>	Tune - Download - Engine management ECU	12.90.13	0.20	-	-
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*