



N278 UPS0319-1BNAS1

# TECHNICAL BULLETIN

24 JAN 2019

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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

## SECTION:

501-10

## SUBJECT/CONCERN:

Update Prior to Sale: Chauffeur Mode Not Activated

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover (LG)	2019	516855-534922	Solihull

## MARKETS:

USA

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## CONDITION SUMMARY:

### SITUATION:

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the driver is unable to access the Chauffeur mode feature via the touchscreen that allows selection of the passenger seat away/return to upright features. When the driver presses the seat soft button, neither of the displayed seat folding and heating options will operate.

### 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 Diagnostic/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.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate bulletin.

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## PARTS:

No parts required.

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## SPECIAL TOOLS:

Jaguar Land Rover-approved Battery Power Supply

Jaguar Land Rover-approved diagnostic equipment with latest PATHFINDER software

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**WARRANTY:****△ NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open Recall and Service Actions are identified to make sure 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for 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. Use TOPlx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the January 17, 2020, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE
N278	A	Car Configuration File (CCF) - Update ECU	86.90.24	0.2	-	-
N278	B	Car Configuration File (CCF) - Update ECU Drive in/drive out	86.90.24 02.02.02	0.2 0.2	- -	- -

Normal Warranty policies and procedures apply.

**DIAGNOSTIC PROCEDURE:**

 **CAUTIONS:**

- A Jaguar Land Rover-approved battery power supply must be connected to the vehicle startup battery during diagnosis / module programming.
- All ignition ON/OFF requests **MUST** be performed; failure to do so may cause damage to vehicle control modules.

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

**2**  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 211 (or later).

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

**3**  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment 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.

**4** Select **Service** .

**5** Select **Select CCF**.

**6** Select **Copy from AS BUILT**.

**1** Follow the on-screen instructions until the application finishes successfully.

**2** Go to the next Step.

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 equipment and battery power supply from the vehicle.