

SERVICE ACTION N241: DIESEL EXHAUST FLUID (DEF) MALFUNCTION WARNING MESSAGE



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CAN/USA

AFTERSALES BULLETIN
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NOTE: this bulletin updates/supersedes NAS19.01.001 (dated January 3, 2019). Changes are highlighted in blue.

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the message 'Diesel Exhaust Fluid Malfunction' is displayed in the message center and/or the Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster (IPC).

AFFECTED VEHICLE RANGE

Discovery (L462; TDV6 3.0L Diesel)

Model Year: 2017-2019

VIN: 000155- 093227; 400488-402827

Range Rover Sport (L494; TDV6 3.0L Diesel)

Model Year: 2017-2019

VIN: 100436- 838935

Range Rover (L405; TDV6 3.0L Diesel)

Model Year: 2017-2019

VIN: 297609- 539983

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer 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

Use the Jaguar Land Rover claims submission system to make sure 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 N241NAS, *Service Action: Diesel Exhaust Fluid (DEF) Malfunction Warning Message*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding 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 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. Use 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 **February 28, 2021**, 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	QUANTITY / VALUE
N241	A	Powertrain Control Module (PCM) - Update ECU	18.90.90	0.2	-	-
N241	B	Powertrain Control Module (PCM) - Update ECU	18.90.90	0.2	-	-
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.