

SERVICE ACTION N299: PARKING AID SENSORS - NO AUDIBLE WARNING



NAS19.04.009 | WORKSHOP

| USA

AFTERSALES BULLETIN

APRIL 11, 2019

THIS SERVICE ACTION SUPERSEDES UPDATE PRIOR TO SALE UPS1519 WITH IMMEDIATE EFFECT.

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the Parking Aid System audible warning does not function.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2019

VIN / Retailer: 079874; 402975-402984

Range Rover Evoque (L538)

Model Year: 2019

VIN / Retailer: 339291

Range Rover Velar (L560)

Model Year: 2019

VIN / Retailer: 202937; 792828-796519

Range Rover Sport (L494)

Model Year: 2019

VIN / Retailer: 419857-420686; 822973-829375

Range Rover (L405)

Model Year: 2019

VIN / Retailer: 522784-531682

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will update the Infotainment Slave Controller (ISC) and Infotainment Master Controller (IMC) software to the latest level prior to delivery to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity. There will be no charge to customers 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. Refer to Technical Bulletin N299NAS, *Service Action: Parking Aid Sensors - No Audible Warning*, 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 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 April 30, 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	QTY. / VALUE
N299	A	Infotainment Master Controller (IMC) - Vehicles without Rear Seat Entertainment (RSE) - Update ECU	85.87.20	1.0	-	-
N299	B	Infotainment Master Controller (IMC) - Vehicles without Rear Seat Entertainment (RSE) - Update ECU Drive in/drive out	85.87.20 02.02.02	1.0 0.2	- -	- -
N299	C	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) - Update ECU	85.87.21	0.5	-	-
N299	D	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC)- Update ECU Drive in/drive out	85.87.21 02.02.02	0.5 0.2	- -	- -

Normal Warranty policies and procedures apply.