

SERVICE ACTION N343 - MILD HYBRID ELECTRIC VEHICLE (MHEV) ADAPTIVE CRUISE CONTROL CALIBRATION UPDATE



NAS19.06.016 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JUNE 19, 2019

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range which may have an incorrect Adaptive Cruise Control Module (CCM) calibration.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494; Ingenium I6 3.0L Petrol MHEV)

Model Year: 2019

VIN: 858026-869134

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 Adaptive CCM 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 N343NAS, *Service Action: Mild Hybrid Electric Vehicle (MHEV) Adaptive Cruise Control Calibration Update*, 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.

Warranty 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
N343	A	Cruise Control Module (CCM) - Update ECU	85.86.53	0.2	-	-
N343	B	Cruise Control Module (CCM) - Update ECU	85.86.53	0.2	-	-
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.