

SERVICE ACTION N404 - HEATED SEAT TEMPERATURE LOWER THAN EXPECTED



NAS19.12.007

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 11, 2019

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 front and rear heated seats do not operate as expected.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2020

VIN: 422035-423422

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 Heating, ventilation, and air conditioning (HVAC) Control Module software to the latest level prior to delivery to the customer or at the next available opportunity.

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 N404NAS, *Service Action: Heated Seat Temperature Lower Than Expected*, 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 November 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)
N404	A	Heating, ventilation, and air conditioning (HVAC) Control Module - Update - Replace ECU	85.80.02	0.2
N404	B	Heating, ventilation, and air conditioning (HVAC) Control Module - Update - Replace ECU	85.80.02	0.2
		Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.