

# SERVICE ACTION N365 - MILD HYBRID ELECTRIC VEHICLE (MHEV) - MALFUNCTION INDICATOR LAMP (MIL) DOES NOT ILLUMINATE



NAS19.12.011 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 13, 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 Malfunction Indicator Lamp (MIL) will not illuminate on the Instrument Panel Cluster (IPC) in the event of a Mild Hybrid Electric Vehicle (MHEV) system fault.

## AFFECTED VEHICLE RANGE

New Range Rover Evoque (LZ; INGENIUM I4 2.0L Petrol, Vehicles With: MHEV)

Model Year: ..... 2020

VIN: ..... 000142-047374

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 Transmission Control Module (TCM), Powertrain Control Module (PCM), and Battery Energy Control Module (BECM) 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 N365NAS, *Service Action: Mild Hybrid Electric Vehicle (MHEV) - Malfunction Indicator Lamp (MIL) Does Not Illuminate*, 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 December 31, 2021, closure date must be submitted for payment within 30 calendar days of completion of the repair.

| <b>PROGRAM CODE</b> | <b>OPTION CODE</b> | <b>DESCRIPTION</b>                            | <b>SRO</b>           | <b>TIME (HOURS)</b> |
|---------------------|--------------------|---|----------------------|---------------------|
| <b>N365</b>         | <b>A</b>           | N365 - Software updates                       | 85.99.13             | 0.3                 |
| <b>N365</b>         | <b>B</b>           | N365 - Software updates<br>Drive in/drive out | 85.99.13<br>02.02.02 | 0.3<br>0.2          |

*Normal Warranty policies and procedures apply.*