

SERVICE ACTION N409 - ON-BOARD DIAGNOSTICS (OBD) SYSTEM READINESS STATUS



NAS19.12.019 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 20, 2019

NOTE: [this Program supersedes Update Prior to Sale UPS12019-3b with immediate effect.](#)

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which may contain software that prevents the successful completion of On-Board Diagnostics readiness and may cause vehicles to fail mandatory state/provincial inspection.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2019

VIN: 838763-876105

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

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Transmission Control Module (TCM), Powertrain Control Module (PCM), Battery Energy Control Module (BECM) software to the latest level as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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 N409NAS, *Service Action: On Board Diagnostics (OBD) System Readiness Status*, 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

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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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N409	A	N409 - Software updates	85.99.17	0.3
N409	B	N409 - Software updates Drive in/drive out	85.99.17 02.02.02	0.3 0.2

Normal Warranty policies and procedures apply.