

N421NAS1

TECHNICAL BULLETIN

28 JAN 2020



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

Service Action: Massage Seat Control Screen Not Available

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Discovery Sport (LC)	2020	823403-852925
New Range Rover Evoque (LZ)	2020	007364-032574

MARKETS :

USA

CONDITION SUMMARY :

NOTE: this Service Action supersedes Update Prior to Sale UPS12719 with immediate effect.

SITUATION:

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which do not display the massage seat control screen when the soft key is selected.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

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

WARRANTY :

NOTE:

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.

At the time of confirming a booking for vehicle repair, make sure that all open 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may 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 TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the January 31, 2022 closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N421	A	Car Configuration File (CCF) - Update	86.90.24	0.2
N421	B	CCF - Update Drive in/drive out	86.90.24 02.02.02	0.2 0.2

Normal Warranty policies and procedures apply.

DIAGNOSTIC INSTRUCTION:

CAUTION:

All ignition ON/OFF requests MUST be performed; failure to do so may cause damage to vehicle control modules.

1.

CAUTION:

A Jaguar Land Rover-approved battery support unit must be connected to the vehicle startup battery during diagnosis / module programming.

Connect the Jaguar Land Rover-approved battery support unit to the vehicle startup battery.

2.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 267 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

3. ■ Follow all on-screen instructions.

- 1. Select 'Service'.
- 2. Select 'CCF'.
- 3. Select 'Copy from AS BUILT'.
 - When all tasks are completed successfully, go to the next step.
- 4. Select 'Service'.
- 5. Select 'Infotainment Master Controller (IMC)'.
- 6. Select 'ECU Functions'.
- 7. Select 'InControl Touch Pro Variant Configuration'.
 - When all tasks are completed successfully, go to the next step.

4. **Only if required:** set the vehicle to Transit mode.

5. When all tasks are completed, exit the current session.

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6. Disconnect the diagnostic equipment and battery support unit from the vehicle.