

# SERVICE ACTION N439 - 'SUSPENSION FAULT DETECTED' MESSAGE DISPLAYED ON THE INSTRUMENT PANEL CLUSTER (IPC)

NAS20.04.001 | WORKSHOP | CAN/USA



AFTERSALES BULLETIN  
APRIL 1, 2020

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where an amber warning indicator and the message 'Suspension Fault Detected' may be displayed in the Instrument Panel Cluster (IPC).

## AFFECTED VEHICLE RANGE

New Range Rover Evoque (LZ)

Model Year: ..... 2020

VIN: ..... 000120-022871

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 Chassis Control Module (CHCM) 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 N439NAS, *Service Action: 'Suspension Fault Detected' Message Displayed On The Instrument Panel Cluster (IPC)*, 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 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 March 31, 2022 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
<b>N439</b>	<b>A</b>	Chassis Control Module (CHCM) - Update - Replace ECU	85.60.02	0.2
		Diagnostic Trouble Code(s) (DTC) read and clear - Twice	85.18.06	0.2
<b>N439</b>	<b>B</b>	Chassis Control Module (CHCM) - Update - Replace ECU	85.60.02	0.2
		Diagnostic Trouble Code(s) (DTC) read and clear - Twice	85.18.06	0.2
		Drive in/drive out	02.02.02	0.2

*Normal Warranty policies and procedures apply.*