

EMISSIONS RECALL N409 - ON-BOARD DIAGNOSTICS (OBD) SYSTEM READINESS STATUS



NAS20.08.004 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

AUGUST 7, 2020

NOTE: this Emissions Recall supersedes Service Action N409 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 (LW; Ingenium I6 3.0L Petrol)

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.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of August 17, 2020.

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, *Emissions Recall: On Board Diagnostics (OBD) System Readiness Status*, for detailed repair instructions.

PARTS

NOTE: an allowance of \$1.06 (USD) is provided for the *Authorized Modification Label* and (only required for California-registered vehicles) *CA Vehicle Emission Recall - Proof of Correction Certificate*.

DESCRIPTION	PART NUMBER	QUANTITY
Authorized Modification Label	LRN0002LABEL	1*
California-registered vehicles only: CA Vehicle Emission Recall - Proof of Correction Certificate	JLM21849	1**

* sold in packs of 100 labels

** sold in packs of 25 certificates

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

NOTE: an allowance of \$1.06 (USD) is provided for the *Authorized Modification Label* and (only required for California-registered vehicles) *CA Vehicle Emission Recall - Proof of Correction Certificate*.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY CODE	VALUE
N409	A	N409 - Software updates	85.99.17	0.3	ZZZ001	\$1.06
N409	B	N409 - Software updates Drive in/drive out	85.99.17 02.02.02	0.3 0.2	ZZZ001 -	\$1.06 -

Normal Warranty policies and procedures apply.

August 2020

EMISSIONS RECALL N409: On-Board Diagnostics (OBD) System Readiness Status

**Vehicle Affected: Land Rover Range Rover Sport
Model Year: 2019**

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Emissions Recall (Program Code N409) for owners of certain 2019 model year Land Rover Range Rover Sport vehicles.

What is the reason for this program?

The Powertrain Control Module (PCM) software installed does not meet the regulated performance requirement under. The PCM software diagnostic monitoring routine prevents the successful completion of the smog test, which may cause vehicles to fail mandatory state/provincial inspections

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will update the Transmission Control Module (TCM), Powertrain Control Module (PCM), Battery Energy Control Module (BECM) software to the latest level.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N409'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take less than 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-346-3493, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrcweb2@jaguarlandrover.com.

If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Center
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'R Whisson', is positioned above the typed name.

Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

Sample

August 2020

Emissions Recall N409 - On-Board Diagnostics System Readiness Status

Vehicle Affected: Range Rover Sport
Model Year: 2019

Dear Range Rover Sport Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code N409) for owners of certain 2019 Model Year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

What is the issue?

A potential issue has been identified in the On-Board Diagnostics (OBD) software of your vehicle which may prevent the vehicle from completing and passing inspection/SMOG tests. This issue does not affect your vehicle's emissions or its performance.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover retailer will update your vehicle's OBD software to the latest level to ensure its proper functionality. There will be no charge for this repair.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program Code **'N409'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Are you the owner of an affected vehicle registered in California?

The State of California requires the completion of this service prior to the vehicle's registration renewal. When the required service has been completed, your Land Rover retailer will provide you a Proof of Correction certificate. Please retain this certificate for your records as you may be required to present it to the Department of Motor Vehicles when renewing your registration.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish at the end.

Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: EMISSIONS RECALL N409

Main Message: An issue has been identified on a limited number of 2019 model year Range Rover Sport vehicles equipped with Ingenium I6 3.0L petrol engines, whereby a Powertrain Control Module (PCM) software diagnostic monitoring routine group contains two additional monitoring criteria in error, preventing the setting of a diagnostic completion flag following execution of the smog test required by the State of California.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs

Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561 Cell: +1-201-739-2964

Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A The incorrect PCM software diagnostic monitoring routine grouping prevents the affected vehicles from completing the smog test required by the State of California. The PCM software does not therefore meet the regulated performance required of it by California Air Resources Board (CARB) Regulation 1968.2 of Title 13, CCR: (g)(4)(4.1) Readiness Status.

Q3 Can you tell me more about what is wrong with the vehicles?

A Detailed technical investigations by Jaguar Land Rover Powertrain engineering found two monitoring criteria in the wrong monitoring group with the PCM preventing a diagnostic completion flag during a State of California smog test.

Q4 How would the customer become aware of potentially having this concern?

A Customer will be unable to pass the State of California mandated smog test to register their vehicle.

Q5 Does this concern affect vehicle compliance?

A Yes, this concern affects vehicle emissions compliance

Q6 Has Jaguar Land Rover Limited received many complaints?

A Yes, Jaguar Land Rover has received four complaints.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A The concern was investigated following complaints of customers being unable to register their vehicles in California.

Q9 How long has Jaguar Land Rover known about this problem?

A The issue was first investigated on November 7, 2019.

Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q11 What has Jaguar Land Rover done in production?

A Vehicles receive the correct PCM diagnostic monitoring group calibration.

Q12 What will an authorized Land Rover retailer do to the vehicles?

A An authorized Land Rover retailer will update the Transmission Control Module (TCM), Powertrain Control Module (PCM), Battery Energy Control Module (BECM) software to the latest level .

Q13 Which vehicles are affected by this recall?

A The following vehicles, manufactured from December 7, 2018 to June 17, 2019, are affected:

Range Rover Sport (LW; Ingenium I6 3.0L Petrol)

Model Year: 2019

VIN: 838763-876105

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models, other than those listed on this document, are known to be affected by this condition.

Q15 Are parts available to rework vehicles?

A Yes, the necessary software and parts are available for authorized Land Rover retailers to conduct this repair.

Q16 How much will the recall cost Jaguar Land Rover?

A Cost was not a factor in deciding to recall these vehicles.

Q17 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.

Q18 How long does it take for the vehicle to be inspected and repaired?

A The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take no longer than 30 minutes. Due to retailer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.