

EMISSIONS RECALL N430 - EVAPORATIVE EMISSION PURGE VALVE CALIBRATION



NAS20.08.005 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

AUGUST 7, 2020

NOTE: this Emissions Recall replaces Service Action N430 with immediate effect.

DESCRIPTION OF DEFECT

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the evaporative fuel system fails to comply with the regulated standards.

AFFECTED VEHICLE RANGE

Discovery Sport (LC)

Model Year: 2020

VIN: 828906-854831

New Range Rover Evoque (LZ)

Model Year: 2020

VIN: 035703-081376

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

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will update the Powertrain Control Module (PCM) and Transmission Control Module (TCM) software to the latest level.

There will be no charge to owners for this action under this program.

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 N430NAS, *Emissions Recall: Evaporative Emission Purge Valve Calibration*, for detailed repair instructions.

PARTS

NOTE: an allowance of \$1.06 (USD) is provided for the *Authorized Modification Label* and *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

WARRANTY

NOTE: use the Jaguar Land Rover claims submissions system to make sure that the vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recall and Service Actions are identified to ensure 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. Refer to the Jaguar Land Rover claims submission system 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 (or local equivalent) 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
N430	C	Update Powertrain Control Module (PCM) and Transmission Control Module (TCM) software	05.10.20	0.2	ZZZ001	\$1.06
N430	D	Update Powertrain Control Module (PCM) and Transmission Control Module (TCM) software Drive in/drive out	05.10.20 02.02.02	0.2 0.2	ZZZ001 -	\$1.06 -

Normal Warranty policies and procedures apply.

SAMPLE OWNER LETTER: EMISSIONS RECALL N430 [CANADA]

August 2020

Emissions Recall N430: Emissions Recall: Evaporative Emission Purge Valve Calibration

Vehicle Affected: Land Rover Discovery Sport, Range Rover Evoque
Model Year: 2020

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Voluntary Emissions Recall (Program Code N430) for owners of certain 2020 model year Land Rover Discovery Sport and Range Rover Evoque vehicles.

What is the reason for this program?

A potential issue has been identified in the software of your vehicle's Powertrain Control Module (PCM), which may affect the proper operation of your vehicle's evaporative emissions system. Under certain driving conditions, this may result in an increase of evaporative emissions. This issue does not affect your vehicle's performance.

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

An authorized Land Rover retailer will update the PCM and Transmission Control Module (TCM) 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 **'N430'**.

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 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 printed name.

Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

Sample

August 2020

Emissions Recall N430 - Evaporative Emission Purge Valve Calibration

Vehicle Affected: Range Rover Evoque, Discovery Sport
Model Year: 2020

Dear Land Rover Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code N430) for owners of certain 2020 Model Year Range Rover Evoque vehicles and Discovery Sport vehicles.

Your vehicle is included in this Recall action.

What is the issue?

A potential issue has been identified in the software of your vehicle's Powertrain Control Module (PCM), which may affect the proper operation of your vehicle's evaporative emissions system. Under certain driving conditions, this may result in an increase of evaporative emissions. This issue does not affect your vehicle's performance.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover retailer will update the PCM and Transmission Control Module (TCM) software to the latest level.

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 **'N430'**.

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,



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

TECHNICAL Q & A: EMISSIONS RECALL N430

Main Message: An issue has been identified where the Powertrain Control Module (PCM) software calibration causes an incorrect purge valve activation duration.

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 PCM controlled duration of the purge valve activation fails to ensure 100% purge of fuel vapors from the Evaporative System Carbon Canister. The evaporative emissions system does not meet the regulated performance standards required of it by North American Evaporative Emissions Standards: §86.1813-17 Evaporative and refueling emission standards.

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

A Jaguar Land Rover Powertrain Engineering investigated the factors which gave rise to an abnormal testing outcome for the evaporative emissions during a certification test. The investigation found an insufficient purge flow of hydrocarbons in the carbon canister, preventing the carbon canister from adequately purging all fuel vapors in the evaporative emissions system.

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

A A customer may notice an elevated smell of fuel vapors when outside of the 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 Jaguar Land Rover has not received any complaints of this issue.

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 an emissions certification test where higher than anticipated evaporative emissions were recorded.

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

A The issue was first investigated on December 17, 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 A revised calibration in the PCM has been introduced.

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

A Authorized Land Rover retailers will update the PCM software to the latest level.

Q13 Which vehicles are affected by this recall?

A The following vehicles are affected:

Discovery Sport (LC; manufactured June 04 -December 5, 2019)

Model Year: 2020

VIN: 828906-854831

New Range Rover Evoque (LZ; manufactured July 02, 2019-January 20, 2020)

Model Year: 2020

VIN: 035703-081376

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 is 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.