

N409NAS2



# TECHNICAL BULLETIN

07 AUG 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.

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## SECTION:

100-00

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## SUBJECT/CONCERN:

Emissions Recall: On Board Diagnostics (OBD) System Readiness Status

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
Range Rover Sport (LW)	2019	838763-876105	INGENIUM I6 3.0L Petrol

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## MARKETS:

## NORTH AMERICA

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**CONDITION SUMMARY :**

**This Emissions Recall supersedes Service Action N409 with immediate effect.**

**SITUATION:**

A potential issue has been identified on certain 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.

**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.

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**PARTS :****NOTES:**

- An allowance of \$1.06 (USD) is provided for the Authorized Modification Label and CA Vehicle Emission Recall - Proof of Correction Certificate.
- \* Order only the expected percentage demand of parts identified
- \*\* Order quantity of '1' (one) includes a pack of 100 labels
- \*\*\* Order quantity of '1' (one) is a pack of 25 certificates

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND*
Authorized Modification Label	LRN0002LABEL	1**	100
<b>California-registered vehicles only:</b> CA Vehicle Emission Recall - Proof of Correction Certificate (California-registered vehicles only)	JLM21849	1***	100 (California-registered vehicles only)

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## 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.

Warranty claims must be submitted or 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 CA Vehicle Emission Recall - Proof of Correction Certificate.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / 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.

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 291 (or later).

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

3. ■

**NOTE:**

If required: the Jaguar Land Rover-approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode.

Follow all on-screen instructions:

- Select 'N409 - On Board Diagnostics (OBD) System Readiness Status' from the outstanding campaigns section of the PATHFINDER homepage.
- If the campaign link is not available:
  - 1. Select 'ECU Diagnostics'.
  - 2. Select 'Transmission Control Module [TCM]'.
  - 3. Select 'Update ECU'.
  - 4. Follow all on-screen instructions to complete the task.
  - 5. Select 'Powertrain Control Module [PCM]'.
  - 6. Select 'Update ECU'.
  - 7. Follow all on-screen instructions to complete the task.
  - 8. Select 'Battery Energy Control Module [BECM]'.
  - 9. Select 'Update ECU'.
  - 10. Follow all on-screen instructions to complete the task.

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4. **Only if required:** set the vehicle to Transit mode.
    - 1. Follow the on-screen instructions until the application finishes successfully.
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5. Exit the current session.
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6. Disconnect the diagnostic equipment and battery support unit from the vehicle.
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7. Install a completed Authorized Modification Label to the radiator support panel.
    - 1. **All non-California-registered vehicles only:** release the vehicle to the customer.
    - 2. **All California-registered vehicles only:** go to Step 8.
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8. **California-registered vehicles only:** hand the customer a completed CA Proof of Correction certificate at vehicle handover.