

# EMISSIONS RECALL N458 - 2.0L PETROL PARTICULATE MASS COMPLIANCE



NAS20.11.011

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

NOVEMBER 16, 2020

**NOTE:** This Emissions Recall supersedes Service Action N458 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 have a Powertrain Control Module (PCM) software calibration that does not adequately control levels of particulate mass and affected vehicles do not meet the regulated performance.

## AFFECTED VEHICLE RANGE

New Range Rover Evoque (LZ)

Model Year: ..... 2020

VIN: ..... SALZL2FX9LH000852-SALZJ2FX8LH033492

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 PCM and Transmission Control Module (TCM) software to the latest level as part of the Pre-Delivery Inspection (PDI) process and/or before vehicle handover to the customer.

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

## 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 N458NAS, *Emissions Recall: 2.0L Petrol Particulate Mass Compliance*, 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*
<b>California-registered vehicles only:</b> CA Vehicle Emission Recall - Proof of Correction Certificate	JLM21849	1**

\* sold in packs of 100 labels

\*\* sold in packs of 25 certificates

## 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 TOPlx 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
N458	A	Update Powertrain Control Module (PCM) and Transmission Control Module (TCM) software	05.10.20	0.2	ZZZ001	\$1.06
N458	B	Update Powertrain Control Module (PCM) and Transmission Control Module (TCM) software	05.10.20	0.2	ZZZ001	\$1.06
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*

## CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'N458' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
N458	X	Re-imbursement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted.

**Emissions Recall N458: 2.0L Petrol Particulate Mass Compliance**

**Vehicle Affected: Land Rover Range Rover Evoque**  
**Model Year: 2020**

**Dear Range Rover Evoque Owner,**

Jaguar Land Rover Canada ULC is conducting a no-charge Voluntary Emissions Recall (Program Code N458) for owners of certain 2020 Model Year Range Rover Evoque 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 emission control system. Under certain driving conditions, this may result in an increase of particulate mass 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 your vehicle's PCM software to the latest level to ensure its proper functionality. There will be no charge for this repair. 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 '**N458**'.

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.

**What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover Canada.

**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.

**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](mailto: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,



Robert Whisson  
Director, Customer Service  
Jaguar Land Rover Canada ULC

**Emissions Recall N458: 2.0L Petrol Particulate Mass Compliance**

**Vehicle Affected: Land Rover Range Rover Evoque**

**Model Year: 2020**

**Dear Range Rover Evoque Owner,**

Jaguar Land Rover North America, LLC is conducting a no-charge Voluntary Emissions Recall (Program Code N458) for owners of certain 2020 Model Year Range Rover Evoque 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 emission control system. Under certain driving conditions, this may result in an increase of particulate mass 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 your vehicle's PCM 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 **'N458'**.

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](mailto: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

## EMISSIONS RECALL N458: TECHNICAL Q & A

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**Main Message:** An issue has been identified where the Powertrain Control Module (PCM) software calibration does not adequately control levels of particulate mass and affected vehicles do not meet the regulated performance.

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

**A** Please make sure 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](mailto:sschorr@jaguarlandrover.com)

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

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

**A** Vehicles in this condition do not adequately control levels of particulate mass and affected vehicles do not meet the regulated performance required by the California Air Resources Board (CARB) code of regulations, Title 13, Division 3, chapter 1, Article 2, sections 1961.2 and 19763.

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

**A** Detailed technical investigations by Jaguar Land Rover revealed the Powertrain Control Module (PCM) software calibration does not adequately control levels of particulate mass. Jaguar Land Rover discovered when the introduction of the new Range Rover Evoque into the US market was delayed, the calibration used for early build Ingenium I4 2.0L petrol mid-power specification vehicles was not updated to the correct 2020 model year level as certified.

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

**A** Customers will have no visible or audible warnings

**Q5 Does this concern affect vehicle emissions or compliance?**

**A** Yes, Jaguar Land Rover considers this a failure to comply with CARB emissions regulations and will conduct a voluntary emissions recall for the affected vehicles.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** Jaguar Land Rover has not received any 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** Conformity of Production (CoP) testing on certain Range Rover Evoque vehicles started during the course of 2020. Testing revealed some vehicles exceeded the maximum regulated limit for particulate mass tailpipe emissions.

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

**A** The issue was first investigated on March 3, 2020.

- 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 make sure that any matters relating to safety and compliance are rigorously investigated.
- Q11** What has Jaguar Land Rover done in production?
- A** Vehicles in production are installed with the certified PCM software which assures adherence to the regulated particulate mass levels.
- Q12** What will an authorized Land Rover retailer do to the vehicles?
- A** Authorized retailers will update the PCM and Transmission Control Module (TCM) software to the corrected and validated calibration.
- Q13** Which vehicles are affected by this recall?
- A** The following vehicles manufactured at from January 9, 2019 to June 18, 2019, are affected:  
2020MY Range Rover Evoque (LZ); SALZL2FX9LH000852-SALZJ2FX8LH033492
- 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 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 in order 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 Land Rover 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.