

# SERVICE ACTION N534 - CAR CONFIGURATION FILE (CCF) UPDATE



NAS21.02.010 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

FEBRUARY 18, 2021

## DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the auto access height option is not available in the convenience menu.

## AFFECTED VEHICLE RANGE

Range Rover Velar

Model Year: ..... 2021

VIN: ..... 287971-299778

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

## SERVICE PROGRAM / REWORK ACTION

Retailers must update the vehicle's Car Configuration File (CCF) 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 must be updated at the next available opportunity. There will be no charge to customers for this action under this program.

## 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 N534NAS, *Service Action: Car Configuration File (CCF) Update*, 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 February 28, 2023 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>N534</b>	<b>A</b>	Car Configuration File (CCF) - Update	86.90.24	0.2
<b>N534</b>	<b>B</b>	Car Configuration File (CCF) - Update Drive in/drive out	86.90.24 02.02.02	0.2 0.2

*Normal Warranty policies and procedures apply.*