

# SERVICE ACTION N578 - NON START - INSTRUMENT PANEL CLUSTER (IPC) SOFTWARE UPDATE



NAS21.07.013

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JULY 15, 2021

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the engine may not start due to a communications issue between the Instrument Panel Cluster Control Module (IPC) and the Body Control Module (BCM).

## AFFECTED VEHICLE RANGE

Defender

Model Year: ..... 2021

VIN: .....034455-049617

Discovery Sport

Model Year: ..... 2021

VIN: ..... 882806-890067

Range Rover Evoque

Model Year: ..... 2021

VIN: ..... 121884-135450

Range Rover Velar

Model Year: ..... 2021

VIN: ..... 296522-304548

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

## SERVICE PROGRAM / REWORK ACTION

Retailers will update the Instrument Panel Cluster Control Module (IPC) software to the latest level during the Pre-Delivery Inspection (PDI) 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 N578NAS, *Service Action: Non Start - Instrument Panel Cluster (IPC) Software 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 July 31, 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>N578</b>	<b>A</b>	IPC - Conventional - Update ECU	85.88.08	0.2
<b>N578</b>	<b>B</b>	IPC - Conventional - Update ECU	85.88.08	0.2
		Drive in/drive out	02.02.02	0.2

*Normal Warranty policies and procedures apply.*