



EMISSIONS RELATED RECALL

Recall Action
Number: N458v3

Subject: Powertrain Control Module (PCM)/Transmission Control Module (TCM) Software Update	Publication No.: N458v3
	Model: New Range Rover Evoque (LZ)
	Model Year: 2020
	Date of Issue: 22 August 2022

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
Important:	NOTE: The information in this campaign 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 JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been updated to include TOPIx Cloud diagnostic instructions.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Through the process of Conformity of Production (CoP) testing, a concern has been identified on certain Range Rover Evoque vehicles installed with Ingenium I4 2.0L petrol engines, where the vehicles failed to routinely adhere to the maximum regulated levels of particulate mass emissions.

The Powertrain Control Module (PCM) software calibration does 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.

ACTION TO BE TAKEN

JLR Limited has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - N458V3



NOTE: The information in this campaign 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 Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

NOTES:



An allowance of \$1.06 USD for the authorized modification label has been provided and should be claimed using code 'ZZZ001'.



* When ordering parts, order only the expected percentage demand of parts identified.



** Order quantity of '1-100' will ship as 1 pack of 100 labels.



*** Order quantity of '1' is a pack of 25 certificates.

Description	Part No./Sundry	Qty	% Of Vehicles Requiring This Part*
Authorized modification label	LRN0002LABEL	1**	100
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***	100 (California-registered vehicles only)

SROs

Description	SRO	Time
Update Powertrain Control Module (PCM) and Transmission Control Module (TCM) software	05.10.20	0.2
Drive in/drive out	02.02.02	0.2



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N458 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Sundry Code	Value
N458	A	Update PCM and TCM software	05.10.20	0.2	ZZZ001	\$1.06
N458	B	Update PCM and TCM software Drive in/drive out	05.10.20 02.02.02	0.2 0.2	ZZZ001	\$1.06

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS



NOTE: Modules already at the latest software level will not be available for update. If all module updates below cannot be completed due to already being at the latest software level, please email jlrcomp@jaguarlandrover.com with the Vehicle Identification Number (VIN) and campaign reference, for the campaign to be closed.

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.



NOTE: Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

Service instruction

4. Select the link to update the [PCM](#) -

5. Select the link to update the [TCM](#) -

6.



NOTE: If required.

Select the link to enable transit mode.

7.



NOTE: If required.

Select the link to enable transit mode.

8. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INSTRUCTION

California registered vehicles only

1. Hand the customer a completed CA proof of correction certificate at vehicle handover.

All other vehicles

2. Install a completed authorized modification label to the radiator support panel.

Sample Customer Letter

Name

Address line 1

Address line 2

Address line 3

Post Code

Vehicle Identification Number (VIN):

Registration Number:

Recall Number: N458

Date: month/year

EMISSIONS RELATED RECALL - An important message for owners of certain 2020 model year Ingenium I4 2.0L petrol Range Rover Evoque vehicles - Powertrain Control Module (PCM)/Transmission Control Module (TCM) Software Update

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that an emissions compliance issue exists on certain 2020 model year Range Rover Evoque vehicles installed with Ingenium I4 2.0L petrol engines. Please read the information below, this will explain the actions we intend to take and what you will need to do.

Why are we contacting you?

Through the process of Conformity of Production testing, it has been identified that vehicles within a specific production range fail to routinely adhere to the maximum regulated levels of particulate mass emissions.

The Powertrain Control Module software calibration does not adequately control levels of particulate mass and affected vehicles do not meet the regulated performance required by the California Air Resources Board code of regulations, Title 13, Division 3, chapter 1, Article 2, sections 1961.2 and 19763.

What Jaguar Land Rover Limited and your Jaguar Land Rover retailer/authorized repairer will do

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will update the Powertrain Control Module software to the corrected and validated calibration.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle
- The Recall number for the action

If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the Jaguar Land Rover Limited Customer Relationship Centre. Please use phone number 0370 5000 500.


This Recall Action will be completed on your vehicle free of charge, in accordance with the legislative or industry requirements concerning vehicle defects.

Jaguar Land Rover Limited apologize for any inconvenience this bulletin may cause and thank you in advance for attending to this important matter.

Yours sincerely

[Enter Name]

[Enter Job Title]

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover N458	
Certain 2020 model year Range Rover Evoque vehicles for Failure to Routinely Achieve the Required Levels of Particulate Mass Tailpipe Emissions	

Through the process of Conformity of Production (CoP) testing, a concern has been identified on certain 2020 model year United States Market Range Rover Evoque vehicles installed with Ingenium I4 2.0L petrol engines, where the vehicles failed to routinely adhere to the maximum regulated levels of particulate mass emissions.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

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.

Question 3

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

Answer

Detailed technical investigations by JLR revealed the Powertrain Control Module (PCM) software calibration does not adequately control levels of particulate mass. JLR 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 20 model year level as certified.

Question 4

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

Answer

Customer will have no visible or audible warnings.

Question 5

Does this concern affect vehicle emissions or compliance?

Answer

Yes, JLR considers this a failure to comply with CARB emissions regulations and will conduct a voluntary emissions recall for the affected vehicles.

Question 6

Has JLR received many complaints?

Answer

No.

Question 7

Have there been any accidents or injuries or fires?

Answer

JLR have received no reports of accidents or injuries as a result of this concern.

Question 8

How was the concern discovered?

Answer

CoP testing on certain Range Rover Evoque Ingenium I4 2.0L petrol engine vehicles started during the course of 2020. Testing revealed some vehicles exceeded the maximum regulated limit for particulate mass tailpipe emissions.

Question 9

How long has JLR known about this concern?

Answer

The issue was first investigated on 3 March 2020.

Question 10

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 and product compliance? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall compliance and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

Vehicles in production are installed with the certified PCM software which assures adherence to the regulated particulate mass levels.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

JLR will notify owners, and the retailer/authorized repairers will update the PCM software to the corrected and validated calibration.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover Evoque 2020 model year vehicles installed with Ingenium I4 2.0L petrol engines - SALZL2FX9LH000852 to SALZJ2FX8LH033492 (selected vehicles within Vehicle Identification Number (VIN) range) - Manufactured at Halewood plant from January 9, 2019 to June 18, 2019.

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than enter time to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 19

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.