



# SERVICE ACTION

Service Action  
Number: N560NAS5

Subject:  <b>Powertrain Control Module (PCM) Update</b>	Publication No.: N560NAS5
	Model: Range Rover (LG)
	Model Year: 2020 - 2021
	Model: Range Rover Sport (LW)
	Model Year: 2019 - 2021
	Date of Issue: 22 August 2022
Expiry Date: 28 February 2023	

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:	<p><b>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 bulletin has been updated to include TOPIx Cloud diagnostic instructions. This bulletin is valid for two years only. Repairs must be complete and warranty claims accepted for payment prior to the expiry date at the top of this bulletin.</b></p>

## DESCRIPTION OF ISSUE

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

On certain 2019 to 2021 model year Range Rover and Range Rover Sport Ingenium I6 3.0L petrol vehicles, the Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster. The customer may also experience an engine misfire or rough running while idling.

## ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

**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.**

**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.**

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

## SERVICE INSTRUCTION - N560NAS5



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.

### SROs

Description	SRO	Time
Powertrain Control Module (PCM) - Update ECU	85.18.03	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 N560 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
N560	A	<a href="#">PCM</a> - Update ECU	85.18.03	0.2
N560	B	<a href="#">PCM</a> - Update ECU Drive in/drive out	85.18.03 02.02.02	0.2 0.2

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

### 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).

## DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS



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

Service instruction

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.

4. Update the [PCM](#) -

5.



NOTE: If required.

Select the link to enable transit mode.

6.



NOTE: If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

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

Sample Customer Letter

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Bulletin Number: N560

Date: month/year

## An important message for owners of Range Rover and Range Rover Sport Vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2019 to 2021 model year Range Rover and Range Rover Sport vehicles with 3.0 Litre Petrol Ingenium engines.

### **Why are we contacting you?**

Some customers have reported engine performance issues such as engine stumble, misfire, rough running or rough idle operation.

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

We will install the latest Powertrain Control Module software to your vehicle. This will be done free of charge under the terms of this program.

### **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**

Call us or your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your VIN (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N560. If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If your Jaguar Land Rover retailer/authorized repairer does not have the parts in stock, they can be ordered before scheduling the repair.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the retailer/authorized repairer Service Manager for assistance.

If you still have concerns, contact the Jaguar Land Rover Limited Customer Relationship Centre and one of our representatives will be happy to assist you.

Phone: 0370 5000 500 or (enter phone number), Office hours: Monday-Friday: 8:30AM - 5:30PM or (enter working days and times).

Thank you for your attention to this important matter.

Yours sincerely

[Enter Name]

[Enter Job Title]