



SERVICE ACTION

Service Action
Number: N572v2

Subject: Electric Supercharger - Intermittent Operation	Publication No.: N572v2
	Model: Range Rover (LG)
	Model Year: 2021
	VIN Range: 422091 - 443071
	Model: Range Rover Sport (LW)
	Model Year: 2021
	VIN Range: 759791 - 789397
	Model: Defender (LE)
	Model Year: 2020
	VIN Range: 032254 - 034238
	Model: Defender (LE)
	Model Year: 2021
	VIN Range: 034733 - 055951
	Model: Discovery (LR)
	Model Year: 2021
	VIN Range: 446837 - 452846
	Model: Discovery (LR)
Model Year: 2022	
VIN Range: 455029 - 455029	
Model: Range Rover Velar (LY)	
Model Year: 2021	
VIN Range: 296539 - 310698	
Date of Issue: 22 August 2022	
Expiry Date: 31 July 2023	

To:	Jaguar Land Rover North America, LLC
For the Attention of:	The Managing Director, Sales Director and Customer Service Director
Related information:	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.

Dear Colleagues

A potential concern has been identified on specific vehicles within the above Vehicle Identification Number (VIN) range.

On certain 2020 to 2022 model year Land Rover vehicles, the Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster (IPC) and reduced performance may be experienced, due to an intermittent internal short circuit within the electric supercharger circuit board.

Note: Only specific vehicles within the mentioned VIN ranges are affected by this campaign.

- Affected Range Rover vehicles: SALGA3BU3MA422091 - SALGA3BU3MA443071
- Affected Range Rover Sport vehicles: SALWA2BU9MA759791 - SALWA2BU1MA789397
- Affected Range Rover Velar vehicles: SALYA2BU5MA296539 - SALYJ2EU4MA310698
- Affected Land Rover Defender vehicles: SALEXEEU8L2032254 - SALEY6RU4M2055951
- Affected Land Rover Discovery vehicles: SALRA2BUXM2446837 - SALRA2BU0N2455029

Action to be taken

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. A sample letter is attached which should be adapted to the requirements of your market.

Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Check the Jaguar Land Rover (JLR) claims submission system to make sure that the vehicle is affected by this bulletin prior to starting this service instruction. The claims submission system will be updated to reflect only those vehicles affected.

At the time of confirming a booking for a vehicle repair, make sure that all outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N572V2

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner. The engine coolant will be paid under ZZZ001 and to be locally sourced.

Description	Model	Part Number/Sundry Code	Qty/£ value	% Of Vehicles Requiring This Part*
Electric supercharger	All	LR140362	1	100
Bolts	Range Rover Range Rover Sport Discovery	LR037935	8	68
Engine coolant top-up	Range Rover Velar Defender	ZZZ001	£5.00	32
Engine coolant	Range Rover Range Rover Sport Discovery	ZZZ001	£25.00	68

* When ordering parts, order no more than the expected percentage failure rate of parts identified.

SROs

Description	Model	SRO	Time
N572 Electric supercharger - Renew	Range Rover Range Rover Sport	99.02.01.31	2.3
N572 Electric supercharger - Renew - With Diagnostic Trouble Codes (DTC) clear	Range Rover Range Rover Sport	99.02.01.32	2.5
N572 Electric supercharger - Renew	Range Rover Velar	99.02.01.31	1.6
N572 Electric supercharger - Renew - With DTC clear	Range Rover Velar	99.02.01.32	1.7
N572 Electric supercharger - Renew	Defender	99.02.01.31	2.6
N572 Electric supercharger - Renew - With DTC clear	Defender	99.02.01.32	2.7
N572 Electric supercharger - Renew	Discovery	99.02.01.31	2.5
N572 Electric supercharger - Renew - With DTC clear	Discovery	99.02.01.32	2.6
Drive in/drive out	All	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



NOTE: Only vehicles with the Malfunction Indicator Lamp (MIL) illuminated on the Instrument Panel Cluster (Instrument Panel Cluster Control Module (IPC)), due to [DTC](#) P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the [DTCs](#) after installing a new electric supercharger and claim either option code C/D for Range Rover, Range Rover Sport and Discovery vehicles or G/H for Range Rover Velar and Defender vehicles. If the [MIL](#) is NOT illuminated, option code A/B for Range Rover, Range Rover Sport and Discovery vehicles or E/F for Range Rover Velar and Defender vehicles must be claimed.

Warranty claims should be submitted quoting program code N572 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	Model	SRO	Time	Part Number/Sundry Code	Qty/£ value
N572	A	N572 Electric supercharger - Renew	Range Rover, Range Rover Sport and Discovery	See table above	See table above	LR140362 LR037935 ZZZ001	1 8 £25.00
N572	B	N572 Electric supercharger - Renew Drive in/drive out	Range Rover, Range Rover Sport and Discovery	See table above 02.02.02	See table above 0.2	LR140362 LR037935 ZZZ001	1 8 £25.00
N572	C	N572 Electric supercharger - Renew - With DTC clear	Range Rover, Range Rover Sport and Discovery	See table above	See table above	LR140362 LR037935 ZZZ001	1 8 £25.00
N572	D	N572 Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover, Range Rover Sport and Discovery	See table above 02.02.02	See table above 0.2	LR140362 LR037935 ZZZ001	1 8 £25.00
N572	E	N572 Electric supercharger - Renew	Range Rover Velar and Defender	See table above	See table above	LR140362 ZZZ001	1 £5.00
N572	F	N572 Electric supercharger - Renew Drive in/drive out	Range Rover Velar and Defender	See table above 02.02.02	See table above 0.2	LR140362 ZZZ001	1 £5.00
N572	G	N572 Electric supercharger - Renew - With DTC clear	Range Rover Velar and Defender	See table above	See table above	LR140362 ZZZ001	1 £5.00
N572	H	N572 Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover Velar and Defender	See table above 02.02.02	See table above 0.2	LR140362 ZZZ001	1 £5.00

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty 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.

Table of Contents
REMOVAL AND INSTALLATION: Service Information
REMOVAL AND INSTALLATION: Service Instruction
REMOVAL AND INSTALLATION: Diagnostic Instruction A - Range Rover Velar, Defender and Discovery
REMOVAL AND INSTALLATION: Diagnostic Instruction B - Range Rover and Range Rover Sport

SERVICE INFORMATION

1. Make a note if the [MIL](#) light is illuminated on the Instrument Panel Cluster ([IPC](#)) before completing the Service Instruction.

SERVICE INSTRUCTION

1. NOTES:



Range Rover Velar and Defender vehicles - During the partial cooling system drain, engine coolant must be collected in a clean container and re-used.



Range Rover, Range Rover Sport and Discovery vehicles - During the partial cooling system drain, engine coolant must not be collected and re-used.

Renew the electric supercharger (see TOPIx Workshop Manual section 303-12D: Intake Air Distribution and Filtering - INGENIUM I6 3.0L Petrol - Removal and Installation - Electric Supercharger).

- Range Rover Velar, Defender and Discovery vehicles, **continue to Diagnostic Instruction A.**
- Range Rover and Range Rover Sport vehicles **with** the [MIL](#) illuminated before the Service Instruction was completed, **continue to Diagnostic Instruction B.**
- Range Rover and Range Rover Sport vehicles **without** the [MIL](#) illuminated before the Service Instruction was completed, **release the vehicle.**

DIAGNOSTIC INSTRUCTION A - RANGE ROVER VELAR, DEFENDER AND DISCOVERY



NOTE: Only vehicles with the [MIL](#) illuminated on the Instrument Panel Cluster ([IPC](#)), due to [DTC](#) P00B0-49 being stored in the [PCM](#), must clear the [DTCs](#) after installing a new electric supercharger and claim either option code C/D for Discovery vehicles or G/H for Range Rover Velar and Defender vehicles. If the [MIL](#) is NOT illuminated, option code A/B for Discovery vehicles or E/F for Range Rover Velar and Defender vehicles must be claimed.

All vehicles

1. CAUTIONS:

This procedure requires a minimum of Pathfinder 337 installed or later.



All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.



NOTE: The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'Turbocharger/Supercharger Control Module [[Turbocharger / Supercharger Control Module \(TSCM\)](#)]'
- Select 'Update ECU'.
- Follow all on-screen instructions to complete the task.

Vehicles with the [MIL](#) illuminated before the Service Instruction was completed ONLY

4. Select 'Powertrain Control Module [[PCM](#)]'

- Select 'Clear [DTCs](#)'.
- Follow all on-screen instructions to complete the task.

All vehicles

5. If required, reset the vehicle to 'Transportation Mode'.

6. When all of the tasks are complete, exit the session.

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION B - RANGE ROVER AND RANGE ROVER SPORT



NOTE: Only vehicles with the [MIL](#) illuminated on the Instrument Panel Cluster ([IPC](#)), due to [DTC](#) P00B0-49 being stored in the [PCM](#), must clear the [DTCs](#) after installing a new electric supercharger and claim either option code C or D. If the [MIL](#) is NOT illuminated, option code A or B must be claimed.

Vehicles with the [MIL](#) illuminated before the Service Instruction was completed ONLY

1. CAUTIONS:



This procedure requires a minimum of Pathfinder 337 installed or later.



All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.



NOTE: The JLR approved diagnostic equipment will read the [VIN](#) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'Powertrain Control Module [[PCM](#)]'
- Select 'Clear [DTCs](#)'.
- Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

6. 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: N572

Date: month/year

An important message for owners of Range Rover, Range Rover Sport, Range Rover Velar, Defender and Discovery vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2020 to 2022 model year Range Rover, Range Rover Sport, Range Rover Velar, Defender and Discovery vehicles.

Why are we contacting you?

Some customers have reported that a malfunction indicator lamp may be displayed with a reduced performance message. This may occur due to a manufacturing defect found on the electric supercharger internal circuit board.

What will your Jaguar Land Rover retailer/authorized repairer do?

We will replace the electric supercharger on your vehicle. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your retailer or authorized repairer will advise how long they will need your vehicle when you make the booking.

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 H/Nxxx. If you do not have a retailer/authorized repairer, please access www.jaguar.co.uk or www.jaguar.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: 0345 303 2303 or (enter telephone number), Office hours: Monday-Friday: 8:30AM - 5:30PM or (enter working days and times).

Thank you for attending to this important matter.

Yours sincerely

[Enter Name]

[Enter Job Title]