



SERVICE ACTION

Service Action
Number: N578v4

Subject: Non Start - Instrument Panel Cluster (IPC) Software Update	Publication No.: N578v4
	Model: Range Rover Velar (LY)
	Model Year: 2021
	Model: Discovery Sport (LC)
	Model Year: 2021
	Model: New Range Rover Evoque (LZ)
	Model Year: 2021
	Model: Discovery (LR)
	Model Year: 2021
	Model: Defender (LE)
	Model Year: 2021
Date of Issue: 24 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 has been re-issued to update the Pathfinder 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 2021 model year Land Rover vehicles, the engine will not start due to a communication issue between the IPC and the Body Control Module (BCM).

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

- Affected Range Rover Velar vehicles: SALYA2AX5MA296522 - SALYA2BN3MA304548
- Affected Discovery Sport vehicles: SALCT2FX7MH882806 - SALCJ2FX3MH890066
- Affected Range Rover Evoque vehicles: SALZA2BN8MH121884 - SALZT2FX4MH135450
- Affected Discovery vehicles: SALRA2BW5M2447816 - SALRA2BW7M2449759
- Affected Defender vehicles: SALEA7BW0M2034455 - SALEACAW6M2049617

Action to be taken

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

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

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 - N578V4

Changes are highlighted in blue

SROs

Description	SRO	Time
Instrument Panel Cluster Control Module (IPC) - Conventional - Update ECU	85.88.08	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 N578 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
N578	A	IPC - Conventional - Update ECU	85.88.08	0.2
N578	B	IPC - Conventional - Update ECU Drive in/drive out	85.88.08 02.02.02	0.2 0.2

Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\)](#) 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.

DIAGNOSTIC INSTRUCTION

1. CAUTIONS:

This procedure requires a minimum of Pathfinder 358 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 'Transit Mode'.

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 'Instrument Cluster Panel Control Module [\[IPC\]](#)'.
- Select 'ECU Functions'.
- Select 'PBL Update'.



NOTE: If Pathfinder requests the ignition to be switched ON or OFF but after an attempt the ignition does not change state, select 'continue' on the Pathfinder screen and continue to follow the on-screen instructions.

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

4. If required, reset the vehicle to 'Transport 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.