



# SERVICE ACTION

Global Service Action  
Number: N641NAS3

Changes are highlighted in blue

Subject:  <h2>Unable to Complete SOTA Updates</h2>	Publication No.: N641NAS3
	Model: Discovery (LR)
	Model Year: 2021 - 2022
	Model: Discovery Sport (LC)
	Model Year: 2021 - 2022
	Model: Discovery Sport (JC)
	Model Year: 2021 - 2022
	Model: New Range Rover Evoque (LZ)
	Model Year: 2021 - 2022
	Model: Range Rover Velar (LY)
	Model Year: 2021
	Model: Defender (LE)
	Model Year: 2020 - 2022
	Date of Issue: 09 December 2022
Expiry Date: 30 November 2023	

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer
<b>Related Information:</b>	<p>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.</p> <p>This campaign has been updated to include some 2022 model year vehicles and TOPIx Cloud Diagnostic instructions.</p>

## DESCRIPTION OF ISSUE

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

Certain 2020 to 2022 model year vehicles are unable to complete software updates through Software Over The Air (SOTA) due to incorrect Telematic Control Unit Module (TCU) or PIVI software.

## 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

12/9/22, 8:52 AM

Unable to Complete SOTA Updates

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

Simon Barnes

Global Customer Service Quality Director

## SERVICE INSTRUCTION - N641NAS3



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.

### SROs

Description	SRO	Time
Software updates	05.11.16	1.6
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 N641 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
N641	A	Software updates	05.11.16	1.6
N641	B	Software updates Drive in/drive out	05.11.16 02.02.02	1.6 0.2



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.

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

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.** Select the link to update the [Telematic Control Unit Module \(TCU\)](#) -

After completing the [TCU](#) update, complete the following actions in the order shown below.

**5.** Select the link to run PIVI software recovery -

**6.** Clear [Software Over The Air \(SOTA\)](#) persistency -

**7. NOTE:** If required.

Select the link to enable transit mode.

**8. NOTE:** If required.

Select the link to enable transit mode.

**9.** 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:

Program Number: N641

Date: month/year

**An important message for owners of Discovery, Discovery Sport, Range Rover Evoque, Range Rover Velar and Defender vehicles. Complimentary enhancements for your Land Rover's infotainment system including Wireless Apple CarPlay® and Android Auto™**

Dear

A free software update is now available for your Land Rover's infotainment system, delivering more convenient smartphone connectivity and a new feature to help you find on-street parking spaces. In addition, there are also a range of improvements to make the system simpler and more intuitive to use.

Full details of this update can be found below. If you wish to receive this update, please book a visit with your preferred Land Rover Retailer or Authorized Repairer so that our technicians can complete it for you.

**This free update brings you the following enhancements:**

**NEW FEATURES**

- Wireless Apple CarPlay® and Android Auto™ (Wireless Smartphone Pack)
  - You no longer need to connect your device to the infotainment system with a USB cable, making smartphone connectivity even simpler and more convenient
- Predicted on-street parking availability
  - Provides a low/medium/high confidence display for locating available on-street parking spaces (coverage varies by country/city)

**SYSTEM IMPROVEMENTS**

- Simplified navigation settings and features, including the ability to hide commute suggestions in the home screen
- Simplified profiles and personalisation: the last-used profile will now load automatically, with the option to change this to an alternative profile from the welcome screen. Each profile will load personalised settings that are accessible through the Touchscreen. We'll be making further improvements to the vehicle personalisation experience in future updates
- Improved visibility of roads in night maps in the instrument cluster
- Simplified editing of the home screen configuration
- Ability to 'Add all' albums or songs to the current playlist for supported media types

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

For your convenience, your vehicle will also be enabled to receive future software-over-the-air updates. This means that you will no longer need to visit your preferred Retailer or Authorized Repairer to receive future system updates.

Any such updates will be subject to our terms and conditions. For details please visit: <https://www.landrover.co.uk/incontrol/incontrol-support/terms-and-conditions.html>.

**What your Retailer or Authorized Repairer will do:**

They will install the latest infotainment system software.

**What we are asking you to do:**

If you wish to receive this update, please call your preferred Land Rover Retailer or Authorized Repairer, quoting your Vehicle Identification Number (VIN), vehicle registration number and the Bulletin Number (located at the beginning of this letter). If you do not know your preferred Retailer or Authorized Repairer, please go to [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for addresses, directions and contact details.

**If you need assistance:**

If you require further assistance, please contact the Service Manager at your Retailer or Authorized Repairer, or alternatively the Jaguar Land Rover Limited Customer Experience Centre and one of our representatives will be happy to assist you.

Phone: 0345 303 2303, Office hours: Monday-Friday: 8:30AM - 5:30PM

Thank you

12/9/22, 8:56 AM

N641NAS3 - Unable to Complete SOTA Updates | TOPIx

Yours sincerely

Head of Business