



SERVICE ACTION

Global Service Action
Number: N733

Changes are highlighted in blue

Subject: Active Roll Control Module (ARCM) Initialization Failure	Publication No.: N733
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 12 January 2023
	Expiry Date: 31 December 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers excluding Japan and Korea
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 professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been re-issued to upgrade to an Owner Notified Program

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

The front and rear ARCMs, in a small percentage of cases, are susceptible to intermittent initialization failure when the vehicle is started and an amber suspension fault warning lamp may be illuminated of the Instrument Cluster Panel.

ACTION TO BE TAKEN

At the next opportunity, you are requested 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.

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 THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N733

SROs

Description	SRO	Time
Front Active Roll Control Module (ARCM) - Update ECU	85.60.10	0.2
Rear ARCM - Update ECU	85.60.11	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 N733 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
N733	A	Front ARCM - Update ECU	85.60.10	0.2
		Rear ARCM - Update ECU	85.60.11	0.2
N733	B	Front ARCM - Update ECU	85.60.10	0.2
		Rear ARCM - Update ECU	85.60.11	0.2
		Drive in/drive out	02.02.02	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 [Jaguar Land Rover \(JLR\)](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

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 jlrcamp@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.

2. Select the link to disable transit mode.

3.



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

3. Select the link to disable transit mode.

4. Update the Front [ARCM](#) -

5. Update the Rear [ARCM](#) -

6.



NOTE: If required.

6. Select the link to enable transit mode.

7.



NOTE: If required.

7. Select the link to enable transit mode.

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

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

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N733

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 2022 to 2023 model year Range Rover and 2023 model year Range Rover Sport vehicles.

Why are we contacting you?

We have found the front and rear Active Roll Control Module (ARCM), in a small percentage of cases, are susceptible to intermittent initialization failure when the vehicle is started, and an amber suspension fault warning lamp may be illuminated on the Instrument Cluster Panel.

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

We will install the latest software on the front and rear ARCM modules. 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 your preferred Jaguar Land Rover retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N733. If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

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

Thank you for attending to this important matter.

Yours sincerely

Head of Business