

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

JLR

SERVICE CAMPAIGN H444 N808 – POWERTRAIN MODULE CONTROL (PCM) UPDATE

CUSTOMER SATISFACTION PROGRAM H444 N808 – PCM UPDATE – DIESEL VEHICLES ONLY	
AFFECTED MODELS	19MY F-PACE, XE, XF 17-18 Range Rover, Range Rover Sport, Discovery 19MY Range Rover Velar
VOLUME AFFECTED	US 9988 CAN 3031
REPAIR	A concern has been identified where on certain 2017 to 2019 Land Rover vehicles equipped with TDV6 3.0L Diesel and Ingenium I4 2.0L Diesel engines, when connected to a diagnostic scan tool during the California SMOG test, the Powertrain Control Module (PCM) incorrectly reports the monitor readiness status as 'not supported'. A software update to the PCM is needed.
REPAIR TIME	0.2 hrs + DIDO
CAMPAIGN LAUNCH	July 18th, 2023
Notes	Retailers should check the warranty portal to confirm affected VIN and following the bulletin service procedure, repair the vehicles at the next service visit. Please note that as of July 27th, all 17MY Range Rover and Range Rover Sport vehicles have been temporarily removed from the N808 campaign due to a software concern.