



# SERVICE ACTION

Global Recall Action  
Number: N808v2

Changes are highlighted in blue

<b>Subject:</b>  <b>Powertrain Control Module (PCM) Update</b>	Publication No.: N808v2
	Model: Discovery (LR)
	Model Year: 2017 - 2018
	Model: Range Rover (LG)
	Model Year: 2017 - 2018
	Model: Range Rover Sport (LW)
	Model Year: 2017 - 2018
	Model: Range Rover Velar (LY)
	Model Year: 2018 - 2019
Date of Issue: 09 October 2023	

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.
<b>Important:</b>	<p>This campaign has been re-issued to include the relevant repair instructions for 2018 model year Range Rover Velar vehicles equipped with Ingenium I4 2.0L Diesel engines.</p> <p>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.</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE

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

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'.

### ACTION TO BE TAKEN

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

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 - N808V2

## SROs

Description	SRO	Time
<a href="#">Powertrain Control Module (PCM)</a> - Update ECU	85.18.03	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 N808 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
N808	A	<a href="#">PCM</a> - Update ECU	85.18.03	0.2
N808	B	<a href="#">PCM</a> - Update ECU Drive in/drive out	85.18.03 02.02.02	0.2 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 the module update below cannot be completed due to already being at the latest software level, email [jlrcamp@jaguarlandover.com](mailto:jlrcamp@jaguarlandover.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. Update the [PCM](#) -

5.



**NOTE:**

If required.

Select the link to enable transit mode.

6.



**NOTE:**

If required.

Select the link to enable transit mode.

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

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