CUSTOMER SERVICE

## UPS AND RECALL

UPDATE PRIOR TO SALE N857 – POWERTRAIN CONTROL MODULE BOARD INCORRECT ASSEMBLY	
AFFECTED MODELS	24MY Range Rover Velar
VOLUME AFFECTED	Land Rover US 14 CAN 3
REPAIR	A concern has been identified where the Powertrain Control Module (PCM) has been assembled to an incorrect specification. This can lead to electrical shorts inside the PCM. Replacement of the PCM is required
REPAIR TIME	0.5 hrs. + DIDO
CAMPAIGN LAUNCH	February 20th, 2024
NOTES	7 affected vehicles (5 US 2 CAN) are in new unsold retailer inventory. These must not be retailed until repaired. The balance of the affected population will be held and repaired in the ports of entry.  Please refer to the warranty portal to identify affected vehicles which must not be sold or delivered until the repair has been completed.

EMISSIONS RECALL H414/N808 – POWERTRAIN CONTROL MODULE (PCM) UPDATE – DIESEL ONLY	
AFFECTED MODELS	17-18MY Range Rover, Range Rover Sport, Discovery 18-19MY Range Rover Velar 17-19MY F-PACE, XE, XF
VOLUME AFFECTED	JAG 7,299 US 1,909 CAN LR 10,374 US 3,098 CAN
REPAIR	A concern has been identified where on certain 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	Previously launched as a customer satisfaction program, republished on February 26th as emissions recalls.
NOTES	Please refer to the warranty portal to identify affected vehicles and repair before release at the next earliest opportunity.  Clients will be notified via mail by early March 2024