



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: N873 UPS1224-2

Changes are highlighted in blue

Subject: Powertrain Control Module Software Error	Publication No.: N873 UPS1224-2
	Model: Range Rover (LK)
	Model Year: 2024
	Model: Range Rover Sport (L1)
	Model Year: 2024
	Date of Issue: 21 March 2024
	Expiry Date: 21 March 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<p>Rest of World: Quarantine in retailer/authorized repairer or applicable NSC location. North American Territories: Quarantine in retailer/authorized repairer or applicable NSC location.</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> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for one year only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>This campaign does not apply to any vehicles already registered and in use, either with the retailer/authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign.</p> <p>This bulletin supersedes Update Prior to Sale notice Update Prior to Sale (UPS)1224-1 with immediate effect. The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport V8 T/C 4.4L petrol engines, where the Powertrain Control Module (PCM) software contains unexpected loss of functionality. This prevents certain regulatory mandated for Mode 6 test results from being stored and available for reporting in a hand held scan tool. As a result the affected vehicles do not conform to the certified condition.

ACTION TO BE TAKEN

This campaign directs retailers/authorized repairers to quarantine any unsold vehicles in the affected vehicle range.

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.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

Refer to the warranty section of this campaign for details of the 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.

CUSTOMER COMMUNICATION

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

'JLR are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles. JLR have advised us that there is an upgrade to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and retailers with regards to the launch of any Update Prior to Sale (UPS) notice.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, contact the Customer Relationship Center (CRC) in the first instance for help and support.

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 - N873 UPS1224-2

SROs

Description	SRO	Time
Powertrain Control Module (PCM) software update	85.18.13	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 N873 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
N873	A	PCM software update	85.18.13	0.2
N873	B	PCM software update Drive in/drive out	85.18.13 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).

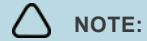
DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

NOTES:

- 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@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.
- When the [PCM/Powertrain Control Module B \(PCMB\)](#) software update has been completed the following modules must be checked and updated if new software is available on TOPIx Cloud Diagnostics. These module updates must be submitted as a separate warranty claim:
 - [Instrument Panel Cluster Control Module B \(IPCB\)](#) - ALL VEHICLES
 - [Anti-Lock Brake System Control Module \(ABS\)](#) - Range Rover Sport SV MODELS ONLY.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

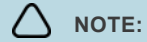
2.



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

Select the link to disable transit mode.

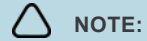
3.



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

Select the link to disable transit mode.

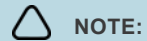
4.



The [PCM](#) will also update when the [PCMB](#) is updated.

Select the link to update the [PCMB](#).

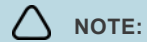
5.



If required.

Select the link to enable transit mode.

6.



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.