



# SERVICE ACTION

Global Service Action  
Number: N900v2

Changes are highlighted in blue

<b>SVR - Catalyst Over Temperature</b>	Publication No.: N900v2
	Model: Range Rover Sport (LW)
	Model Year: 2020 - 2022
	Date of Issue: 19 August 2024

<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 reissued with additional option codes for vehicles that already have the latest Powertrain Control Module (PCM) software.</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 concern has been identified on specific vehicles within the above vehicle range, where customers may experience loss of power, rattling from underside of the vehicle and the Malfunction Indicator Lamp (MIL) illuminated on the instrument cluster. The root cause of the symptoms is the catalytic converter over temperature. The calibration of the exhaust sound tuning feature allows for too many repeated activations in a short period of time, resulting in catalytic converter over temperature and leading to Diagnostic Trouble Codes (DTC) P0420 and P0430 being stored in the PCM.

### 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.

	<b>The following applies to:</b> [NORTH AMERICA]
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## FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	<b>The following applies to:</b> [NORTH AMERICA]
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Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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 - N900V2

Changes are highlighted in blue

## Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Right Catalytic converter	LR100486	1	10
Left Catalytic converter	LR100487	1	10
Exhaust Fixings	LR035857	4	10

\* When ordering parts, order no more than the expected percentage failure rate of parts identified

## SROs

Description	SRO	Time
Catalytic Converter OSC Monitoring application and Update the <a href="#">Powertrain Control Module (PCM)</a>	05.10.30	0.3
Catalytic converter - pair - renew	17.50.06	1.5
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 N900 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	Part Number	Qty
N900	A	Catalytic Converter OSC Monitoring application and Update the <a href="#">PCM</a>	05.10.30	0.3	N/A	N/A
N900	B	Catalytic Converter OSC Monitoring application and Update the <a href="#">PCM</a> Drive in/drive out	05.10.30 02.02.02	0.3 0.2	N/A	N/A
N900	C	Catalytic Converter OSC Monitoring application and Update the <a href="#">PCM</a> Catalytic converter - pair - renew	05.10.30 17.50.06	0.3 1.5	LR100486 LR100487 LR035857	1 1 4
N900	D	Catalytic Converter OSC Monitoring application and Update the <a href="#">PCM</a> Catalytic converter - pair - renew Drive in/drive out	05.10.30 17.50.06 02.02.02	0.3 1.5 0.2	LR100486 LR100487 LR035857	1 1 4
N900	E	Catalytic Converter OSC Monitoring application only ( <a href="#">PCM</a> at the latest software level)	05.10.20	0.2	N/A	N/A
N900	F	Catalytic Converter OSC Monitoring application only ( <a href="#">PCM</a> at the latest software level) Drive in/drive out	05.10.20 02.02.02	0.2 0.2	N/A	N/A
N900	G	Catalytic Converter OSC Monitoring application only ( <a href="#">PCM</a> at the latest software level) Catalytic converter - pair - renew	05.10.20 17.50.06	0.2 1.5	LR100486 LR100487 LR035857	1 1 4
N900	H	Catalytic Converter OSC Monitoring application only ( <a href="#">PCM</a> at the latest software level) Catalytic converter - pair - renew Drive in/drive out	05.10.20 17.50.06 02.02.02	0.2 1.5 0.2	LR100486 LR100487 LR035857	1 1 4

### 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 campaign.

# 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).

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# DIAGNOSTIC INSTRUCTION 1

## 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 [jlrcomp@jaguarlandrover.com](mailto:jlrcomp@jaguarlandrover.com) with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.
- The Catalytic Converter Oxygen Storage Capacity (OSC) Monitoring application test **MUST** be completed before updating the [PCM](#), failure to follow this instruction will clear the OSC monitor data resulting in a drive cycle requirement.

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. Run the Catalytic Converter OSC Monitoring application -

- If the Catalytic Converter OSC Monitoring application test result is a **PASS**, proceed to **Step 5**.
- If the Catalytic Converter OSC Monitoring application test result is a **FAIL**, proceed to **Service Instruction**.

5. Update the [PCM](#) -

6.

### NOTE:

If required.

Select the link to enable transit mode.

7.

### NOTE:

If required.

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.

10. Release the vehicle.

## SERVICE INSTRUCTION

1. Renew the left and right catalytic converters, (see TOPIx workshop manual section 309-00C: Exhaust System - V8 S/C 5.0L Petrol - Removal and Installation - Left and Right Catalytic Converters - Remove for Access - Vehicles With: SVR).

2. Proceed to **Diagnostic Instruction 2**.

## DIAGNOSTIC INSTRUCTION 2

### 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, claim the applicable option code above.

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

2. Update the [PCM](#) -

3.

### NOTE:

If required.

Select the link to enable transit mode.

4.

### NOTE:

If required.

Select the link to enable transit mode.

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

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

7. Release the vehicle.