



SERVICE ACTION

Global Service Action
Number: N869

Subject:	Publication No.: N869
	Software Updates
	Model: Defender (LE)
	Model Year: 2020 - 2023
	Model: Discovery (LR)
	Model Year: 2021 - 2023
	Model: Discovery Sport (LC)
	Model Year: 2021 - 2023
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Model: New Range Rover Evoque (LZ)
	Model Year: 2021 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Model: Range Rover Velar (LY)
	Model Year: 2021 - 2023
	Date of Issue: 06 September 2024
Expiry Date: 30 September 2026	

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<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 two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>This campaign replaces the N796 Software Update campaign.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on certain 2020 model year to 2023 model year Defender, Discovery, Discovery Sport, Range Rover Evoque, Range Rover Velar, Range Rover and Range Rover Sport vehicles where Software Over The Air (SOTA) updates are failing to complete. Specifically Vehicle Domain Controller (VDC) PIVI and Gateway Module A (GWM). These vehicles have now been stopped from further SOTA attempts and require a wired intervention.

ACTION TO BE TAKEN

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest JLR retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

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.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

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 - N869

SROs

Description	SRO	Time
N869 - Software updates	85.99.35.01	1.2
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 N869 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
N869	A	N869 - Software updates	85.99.35.01	1.2
N869	B	N869 - Software updates Drive in/drive out	85.99.35.01 02.02.02	1.2 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 all module updates below cannot be completed due to already being at the latest software level, email jircamp@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. Refer to: [Transit Mode](#) (100:00, General Procedures).

3.



NOTE:

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

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4. Select the link to update the [Telematic Control Unit Module \(TCU\)](#) -

Refer to: [UPDATE_MODULE](#) (415:00/TCU,).

- After completing the [TCU](#) update, complete the following actions in the order shown below.

5. Select the link to complete PIVI software recovery - Refer to: [PIVI](#)

[Software Recovery](#) (415:00/ICCM,).

6. Select the link to clear [Software Over The Air \(SOTA\)](#) persistency -

Refer to: [TCU - Clear SOTA Persistency](#) (415:00/TCU,).

7. Select the link to update the [Gateway Module A \(GWM\)](#) - Refer to:

[UPDATE_MODULE](#) (418:00/GWM,).

8.



NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

9.



NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

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

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N869

Date: month/year

An important message for owners of Defender, Discovery, Discovery Sport, Range Rover Evoque and Range Rover Velar vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2020 model year to 2023 model year Defender, Discovery, Discovery Sport, Range Rover Evoque, Range Rover Velar, Range Rover and Range Rover Sport vehicles.

Why are we contacting you?

The Software Over The Air (SOTA) functionality may not work as intended and will not let you have the latest updates installed on your vehicle.

What will your JLR retailer/authorized repairer do?

We will update the software on your vehicle manually. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your JLR retailer/authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call your preferred JLR retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N869. If you do not have a JLR retailer/authorized repairer, access www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the JLR retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business