

SERVICE CAMPAIGN H474 N869 – SOFTWARE UPDATES

OWNER NOTIFED PROGRAM H474 N869 – SOFTWARE UPDATES	
AFFECTED MODELS	21-23MY E-PACE, F-PACE, I-PACE, 21-22MY XE, XF 20-23MY Defender, 21-23MY Discovery, Discovery Sport, RR Evoque, Range Rover Velar, 22-23MY Range Rover, 23MY Range Rover Sport.
VOLUME AFFECTED	US 2223 CAN 157
REPAIR	A concern has been identified where certain vehicles are failing to complete Software Over The Air (SOTA) updates, 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. A software update to the TCU and GWM is required
REPAIR TIME	1.2 hrs + DIDO
CAMPAIGN LAUNCH	September 6 th .2023
Notes	Retailers should check the warranty portal to confirm affected VIN and following the bulletin service procedure, repair the vehicles at the next service visit. These 2 campaigns replace H440 and N796 with immediate effect. Unrepaired vehicles have now been moved into the H474 and N869 populations.