



SERVICE ACTION

Global Service Action
Number: N918

Subject: Gasoline Catalytic Converter Malfunction Indicator Lamp (MIL)	Publication No.: N918
	Model: Defender (LE)
	Model Year: 2021 - 2023
	Date of Issue: 01 October 2024
	Expiry Date: 31 October 2026

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC. The National Sales Company (NSC), importers, retailers and authorized repairers in Brazil, Canada, Kuwait, Qatar, United Arab Emirates, USA
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>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on certain 2021 model year to 2023 model year Defender vehicles.

Customers may experience a Malfunction Indicator Lamp (MIL) relating to the vehicle catalytic converter as well as possibly affecting the vehicle driveability, depending on the severity of the catalytic converter degradation.

ACTION TO BE TAKEN

This service instruction has been released under the JLR connected campaign initiative. 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]
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FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	The following applies to: [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 - N918

Parts Information

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

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The following applies to:
[Canada, Guam, Puerto Rico, United States]

Description	Market(s)	Part Number	Qty.
Catalytic Converter	All	LR170909	1
Gasket turbocharger outlet	All	LR105411	1
Clamp (turbocharger to catalyst)	All	LR105414	1
Clamp (catalyst to front pipe)	All	LR077700	1

SROs

Description	SRO	Time
Replace the catalytic converter	17.50.01	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 N918 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.

i

The following applies to:
[Canada, Guam, Puerto Rico, United States]

Program Code	Option	Description	SRO	Time	Part Number	Qty
N918	A	Replace the catalytic converter	17.50.01	1.5	LR170909	1
					LR105411	1
					LR105414	1
					LR077700	1
N918	B	Replace the catalytic converter	17.50.01	1.5	LR170909	1
					LR105411	1
		Drive in/drive out	02.02.02	0.2	LR105414	1
					LR077700	1

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).

SERVICE INSTRUCTION

1. Replace the catalytic converter, (see TOPIx Workshop Manual section: 309-00B: Exhaust System - INGENIUM I4 2.0L Petrol/INGENIUM I4 2.0L Petrol - [Plug-in Hybrid Electric Vehicle \(PHEV\)](#) - Removal and Installation - Catalytic Converter).

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: N918

Date: month/year

An important message for owners of Defender vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2021 model year to 2023 model year Defender vehicles.

Why are we contacting you?

We have found some customers may experience a Malfunction Indicator Lamp (MIL) relating to the vehicle catalytic converter as well as possibly affecting the vehicle driveability, depending on the severity of the catalytic converter degradation.

What will your JLR retailer/authorized repairer do?

We will replace the catalytic converter. 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 N918. If you do not have a JLR retailer/authorized repairer, access www.landrover.co.uk or 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