



SERVICE ACTION

Global Service Action
Number: N815v3

Changes are highlighted in blue

Subject: Near Field Sensing Module (NFSM) Wired Updates	Publication No.: N815v3
	Model: Defender (LE)
	Model Year: 2020 - 2023
	Model: Range Rover Velar (LY)
	Model Year: 2021 - 2023
	Model: Discovery Sport (LC)
	Model Year: 2021 - 2023
	Model: New Range Rover Evoque (LZ)
	Model Year: 2021 - 2023
	Model: Discovery (LR)
	Model Year: 2021 - 2023
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
Date of Issue: 28 April 2024	
Expiry Date: 31 December 2025	

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. This campaign has been re-issued to update the model year for Range Rover Velar</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

A certain number of 2020 to 2023 model year Range Rover, Discovery and Defender vehicles are installed with [Near Field Sensing Module \(NFSM\)](#) that do not support [Software Over The Air \(SOTA\)](#). This will mean that the [NFSM](#) will not be able to complete [SOTA](#) update when software enhancements are released, the [NFSM](#) will always need a wired software update to receive the latest software. This particular software update will provide the customer with improvements to their 3D camera, parking features, tow assist system and wade sensing. It will also enable the vehicle to receive [SOTA](#) updates for other modules, providing the latest features, software stability and enhancements.

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N815V3

SROs

Description	SRO	Time
Near Field Sensing Module (NFSM) Update ECU	85.86.56	0.5
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 must be submitted quoting program code N815 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
N815	A	NFSM Update ECU	85.86.56	0.5
N815	B	NFSM Update ECU Drive in/drive out	85.86.56 02.02.02	0.5 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 must 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 the module update below cannot be completed due to already being at the latest software level, email jlrcamp@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.

SERVICE INSTRUCTION

3.

NOTE:

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

Select the link to disable transit mode.

4. Update the [NFSM](#) -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

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.

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: N815

Date: month/year

An important message for owners of 2020 to 2023 model year Defender, Range Rover Velar, Discovery Sport, Range Rover Evoque, Discovery, Range Rover and Range Rover Sport vehicles

Dear

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

Why are we contacting you?

A certain number of 2020 to 2023 model year Defender, Range Rover Velar, Discovery Sport, Range Rover Evoque, Discovery, Range Rover and Range Rover Sport vehicles are installed with [Near Field Sensing Module \(NFSM\)](#) that do not support [Software Over The Air \(SOTA\)](#). This will mean that the [NFSM](#) will not be able to complete [SOTA](#) update when software enhancements are released, the [NFSM](#) will always need a wired software update to receive the latest software. This particular software update will provide the customer with improvements to their 3D camera, parking features, tow assist system and wade sensing. It will also enable the vehicle to receive [SOTA](#) updates for other modules, providing the latest features, software stability and enhancements.

What will your JLR retailer/authorized repairer do?

We will update the [NFSM](#) software on your vehicle. 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 retailer or 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 N815. If you do not have a 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 retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business