

SERVICE ACTION N334 - ENGINE MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED



NAS19.06.015 | WORKSHOP

USA

AFTERSALES BULLETIN

JUNE 19, 2019

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the engine Malfunction Indicator Lamp (MIL) may incorrectly display on the Instrument Cluster with Diagnostic Trouble Code (DTC) P013E-00 stored in the Powertrain Control Module (PCM).

AFFECTED VEHICLE RANGE

Range Rover Velar (L560; Ingenium I4 2.0L Petrol)

Model Year: 2018

VIN: 700192-736787

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Land Rover retailer who will update the PCM software to the latest level. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of July 22, 2019.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N334NAS, *Service Action: Engine Malfunction Indicator Lamp (MIL) Illuminated*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPlx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY / VALUE
N334	A	Powertrain Control Module (PCM) - Update - Replace ECU	85.18.03	0.2	-	-
N334	B	Powertrain Control Module (PCM) - Update - Replace ECU	85.18.03	0.2	-	-
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

SAMPLE OWNER LETTER - USA - SERVICE ACTION N334

July 2019

Service Action N334: Engine Malfunction Indicator Lamp (MIL) Illuminated

Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2018

Dear Range Rover Velar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code N334) for owners of certain 2018 Model Year Land Rover Range Rover Velar vehicles.

What is the reason for this program?

A potential quality issue has been identified where the engine Malfunction Indicator Lamp (MIL) may incorrectly display on the Instrument Cluster.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will update the Powertrain Control Module (PCM) software to the latest level. There will be no charge to owners for this action under this program.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N334'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take less than 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish at the end.

Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC