

N599NAS1



TECHNICAL BULLETIN

07 JUL 2021

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

SAFETY RECALL: Engine Cut-Out

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Defender (LE)	2020-2021	003288-046242

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, due to a Connected Diagnostic Services (CDS) software issue, the Powertrain Control Module (PCM) may switch off within 5-10 minutes of a drive cycle while the vehicle is in motion. Should the PCM switch off, the engine will cut out with no warning. Driver assistance systems such as brake boost and power assisted steering will continue to operate absent of engine operation.

Engine cut-out without warning while driving may pose an increased risk of a crash.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles in the hands of customers will be updated with Software Over The Air (SOTA) as detailed below. If a customer requests assistance in completing the SOTA update, they may visit an authorized retailer to have this completed and the required software update performed.

SROS

A SOTA update will be completed to switch off the Connected Diagnostic Services (CDS) and disable the Diagnostics Over the Air (DOTA) functionality. The software update will be performed through SOTA and so an authorized retailer visit is not required. If the SOTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized retailer to have this campaign completed and the required software update performed.

NOTE:

If the customer requests to have the software update completed using Pathfinder, the option has been created to enable the retailer/authorized repairer to submit a claim. Option codes should only be claimed if the SOTA cannot be completed.

DESCRIPTION	SRO	TIME
PCM - Update ECU	85.18.03	0.2
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 N599 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
N599	A	PCM - Update ECU	85.18.03	0.2
N599	B	PCM - Update ECU Drive in/drive out	85.18.03 02.02.02	0.2 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 Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 334 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

- Select 'ECU Diagnostics'.
- Select 'PCM'.
- Select 'Update ECU'.
- Follow all on-screen instructions.

NOTE:

Pathfinder will automatically update the Electric Power Inverter Converter Control Module 'D' (EPICD) and the Battery Energy Control Module (BECM) if a software update is available at the time the PCM update is completed. All 3 software updates can still be completed within the 0.2 SRO time allocated.

Select 'Flash Only Required'.

- Select 'Update ECU'.
- Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

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