

UPDATE PRIOR TO SALE N392 UPS10819-2B - GATEWAY MODULE (GWM) SOFTWARE UPDATE



NAS19.10.019 | WORKSHOP
ISSUE 2

CAN/USA

AFTERSALES BULLETIN
DECEMBER 5, 2019

NOTE: this bulletin updates/supersedes all previous versions. Changes are highlighted in blue.

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which may not start due to the Gateway Control Module (GWM) not initializing.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

Discovery Sport (LC)

Model Year: 2020

VIN: 820541-847800

Discovery (LR)

Model Year: 2019

VIN: 052863-414715

New Range Rover Evoque (LZ)

Model Year: 2020

VIN: 000184-060275

Range Rover Sport (LW)

Model Year: 2019-2020

VIN: 187463-899999

Range Rover (LG)

Model Year: 2019-2020

VIN: 002000-587418

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

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Gateway Module (GWM) software to the latest level as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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.

Refer to Technical Bulletin N392 UPS10819, *Update Prior to Sale - Gateway Module (GWM) Software Update*, 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 eligible for 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 ensure 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.

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

This program is valid for a limited time only. Warranty claims with a repair date prior to the **November 27, 2020**, closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N392	A	Gateway Module - Update - Replace ECU - All except New Range Rover Evoque (LZ)	86.90.97	0.2
N392	B	Gateway Module - Update - Replace ECU - All except New Range Rover Evoque (LZ) Drive in/drive out	86.90.97 02.02.02	0.2 0.2
N392	C	Gateway Module - Update - Replace ECU - New Range Rover Evoque (LZ)	86.87.12	0.2
N392	D	Gateway Module - Update - Replace ECU - New Range Rover Evoque (LZ) Drive in/drive out	86.87.12 02.02.02	0.2 0.2

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.