

# SERVICE ACTION H572-ELECTRIC SUPERCHARGER-INTERMITTENT OPERATION



NAS21.06.012 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

June 14, 2021

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of 2020 to 2022 model year Land Rover vehicles. The Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster (IPC) and reduced performance may be experienced, due to an intermittent internal short circuit within the electric supercharger circuit board.

## AFFECTED VEHICLE RANGE

### RANGE ROVER (LG)

Model Year: ..... 2021

VIN: .....422091 - 443071

### RANGE ROVER SPORT (LW)

Model Year: ..... 2021

VIN: ..... 759791 - 786388

### DEFENDER (LE)

Model Year: ..... 2020-

VIN: ..... 032254 - 034238

### DEFENDER (LE)

Model Year: ..... 2021

VIN: ..... 034733 - 055951

### DISCOVERY (LR)

Model Year: ..... 2021

VIN: ..... 446837 - 452846

### DISCOVERY (LR)

Model Year: ..... 2022

VIN: ..... from 455029

### RANGE ROVER VELAR (LY)

Model Year: ..... 2021

VIN: ..... 296539 - 310698

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 replace the electric supercharger on their vehicle.

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 June 21, 2021.

## 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 vehicles that are within your control and refrain from releasing the vehicles for 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 N572NAS, *Service Action: Electric Supercharger-Intermittent Operation*, for detailed repair instructions.

## PARTS

**NOTE:** when ordering parts, only order the expected percentage demand of parts identified.

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	MODEL	PART NUMBER SUNDRY CODE	QUANTITY/ USD VALUE	EXPECTED PERCENTAGE DEMAND
Electric supercharger	All	LR140362	1	100
Bolts	Range Rover Range Rover Sport Discovery	LR037935	8	68
Engine coolant top-up	Range Rover Velar Defender	ZZZ001	\$6.50	32
Engine coolant	Range Rover Range Rover Sport Discovery	ZZZ001	\$32.50	68

\* An allowance of \$6.50/\$32.50 USD or local equivalent has been provided to cover the cost of the necessary engine coolant.

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## SRO

DESCRIPTION	MODEL	SRO	TIME
N572 Electric supercharger - Renew	Range Rover Range Rover Sport	99.02.01.31	2.3
N572 Electric supercharger - Renew - With <a href="#">Diagnostic Trouble Code(s) (DTC)</a> clear	Range Rover Range Rover Sport	99.02.01.32	2.5
N572 Electric supercharger - Renew	Range Rover Velar	99.02.01.31	1.6
N572 Electric supercharger - Renew - With <a href="#">DTC</a> clear	Range Rover Velar	99.02.01.32	1.7
N572 Electric supercharger - Renew	Defender	99.02.01.31	2.6
N572 Electric supercharger - Renew - With <a href="#">DTC</a> clear	Defender	99.02.01.32	2.7

DESCRIPTION	MODEL	SRO	TIME
N572 Electric supercharger - Renew	Discovery	99.02.01.31	2.5
N572 Electric supercharger - Renew - With DTC clear	Discovery	99.02.01.32	2.6
Drive in/drive out	All	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

**NOTE:** Only vehicles with the Malfunction Indicator Lamp (MIL) illuminated on the Instrument Panel Cluster (IPC), due to DTC P00B0-49 being stored in the Powertrain Control Module (PCM), must clear the DTCs after installing a new electric supercharger and claim either option code C /D for Range Rover, Range Rover Sport and Discovery vehicles or G/H for Range Rover Velar and Defender vehicles. If the MIL is NOT illuminated, option code A/B for Range Rover, Range Rover Sport and Discovery vehicles or E/F for Range Rover Velar and Defender vehicles must be claimed.

**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 Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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 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 May 31, 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL	SRO	TIME (HOURS)	PART NUMBER/ SUNDRY CODE	QTY/\$ VALUE
N572	A	N572 Electric supercharger - Renew	Range Rover, Range Rover Sport and Discovery	See table above	See table above	LR140362 LR037935 ZZZ001	1 8 \$32.50
N572	B	N572 Electric supercharger - Renew Drive in/drive out	Range Rover, Range Rover Sport and Discovery	See table above 02.02.02	See table above 0.2	LR140362 LR037935 ZZZ001	1 8 \$32.50
N572	C	N572 Electric supercharger - Renew - With DTC clear	Range Rover, Range Rover Sport and Discovery	See table above	See table above	LR140362 LR037935 ZZZ001	1 8 \$32.50

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL	SRO	TIME (HOURS)	PART NUMBER/ SUNDRY CODE	QTY/\$ VALUE
N572	D	N572 Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover, Range Rover Sport and Discovery	See table above 02.02.02	See table above 0.2	LR140362 LR037935 ZZZ001	1 8 \$32.50
N572	E	N572 Electric supercharger - Renew	Range Rover Velar and Defender	See table above	See table above	LR140362 ZZZ001	1 \$6.50
N572	F	N572 Electric supercharger - Renew Drive in/drive out	Range Rover Velar and Defender	See table above 02.02.02	See table above 0.2	LR140362 ZZZ001	1 \$6.50
N572	G	N572 Electric supercharger - Renew - With DTC clear	Range Rover Velar and Defender	See table above	See table above	LR140362 ZZZ001	1 \$6.50
N572	H	N572 Electric supercharger - Renew - With DTC clear Drive in/drive out	Range Rover Velar and Defender	See table above 02.02.02	See table above 0.2	LR140362 ZZZ001	1 \$6.50

*\*Normal Warranty policies and procedures apply.*

**Service Action: N572 – Electric Supercharger-Intermittent Operation**

**Vehicle Affected: Land Rover Discovery, Defender, Range Rover, Range Rover Sport, Range Rover Velar**

**Model Year: 2020, 2021, 2022**

**Dear Land Rover Owner,**

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N572) for owners of certain Land Rover vehicles.

**What is the issue?**

A potential quality issue has been identified on certain 2020 to 2022 model year Land Rover vehicles, where the Malfunction Indicator Lamp (MIL) may be illuminated on the Instrument Panel Cluster (IPC) and reduced performance may be experienced, due to an intermittent internal short circuit within the electric supercharger circuit board.

NOTE: Only specific vehicles within the stated model range are affected by this campaign.

**What will Land Rover and your Land Rover Retailer do?**

An authorized Land Rover retailer will replace the electric supercharger on your vehicle.

There will be no charge for this repair.

**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 'N572'.

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 approximately three (3) hours, 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 greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions regarding this program or need assistance in locating the nearest authorized Land Rover retailer, please contact the Land Rover Canada Customer Relationship Center at 800-346-3493, Option 9.

You may also contact us by email using the following address: [lrcweb2@jaguarlandrover.com](mailto:lrcweb2@jaguarlandrover.com). If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover Canada ULC  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W 0E3

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.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffrey Peel', with a large loop at the top and a horizontal line at the bottom.

Jeffrey Peel  
Director, Customer Service  
Jaguar Land Rover Canada ULC

# SAMPLE OWNER LETTER - USA: SERVICE ACTION

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2021

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Should you have any questions regarding this Program or need assistance in locating the nearest authorized Land Rover retailer, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9,

You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto: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. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long horizontal flourish extending to the right.

Thomas Giese  
Director, Technical Services - MA-43  
Jaguar Land Rover North America, LLC