



# SERVICE ACTION

Global Service Action  
Number: N796

<b>Software Updates</b>	Publication No.: N796
	Model: Defender (LE)
	Model Year: 2020 - 2022
	Model: Discovery (LR)
	Model Year: 2021 - 2022
	Model: Discovery Sport (LC)
	Model Year: 2021 - 2022
	Model: New Range Rover Evoque (LZ)
	Model Year: 2021 - 2022
	Model: Range Rover Velar (LY)
	Model Year: 2021
	Date of Issue: 21 June 2023
	Expiry Date: 30 June 2025

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	<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.</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE

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

Certain 2020 to 2022 Land Rover vehicles are failing to complete Software Over The Air (SOTA) updates, specifically Vehicle Domain Controller (VDC) PIVI and Gateway Module A (GWM). These vehicles have now been stopped from further SOTA attempts and require a wired intervention.

### ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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.

## FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

6/21/23, 9:20 AM

Software Updates

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - N796

### SROs

Description	SRO	Time
N796 - Software updates	85.99.35	1.2
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 N796 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
N796	A	N796 - Software updates	85.99.35	1.2
N796	B	N796 - Software updates Drive in/drive out	85.99.35 02.02.02	1.2 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.

### 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 all module updates below cannot be completed due to already being at the latest software level, please email [jlrcamp@jaguarlandover.com](mailto: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. Select the link to update the [Telematic Control Unit Module \(TCU\)](#) -

Refer to: [TCU - Software - Update Module](#) (415-00/TCU)

- After completing the [TCU](#) update, complete the following actions in the order shown below.

5. Select the link to complete PIVI software recovery -

6. Select the link to clear [Software Over The Air \(SOTA\)](#) persistency -

7. Select the link to update the [Gateway Module A \(GWM\)](#) -

Refer to: [GWM - Software - Update Module](#) (418-00/GWM)

8.

**NOTE:**

If required.

Select the link to enable transit mode.

9.

**NOTE:**

If required.

Select the link to enable transit mode.

10. 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: N796

Date: month/year

**An important message for owners of Defender, Discovery, Discovery Sport, Range Rover Evoque and Range Rover Velar vehicles**

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2020 to 2022 Defender, Discovery, Discovery Sport, Range Rover Evoque and Range Rover Velar vehicles .

**Why are we contacting you?**

The Software Over The Air (SOTA) functionality may not work as intended and will not let you have the latest updates installed on your vehicle.

**What will your Jaguar Land Rover retailer/authorized repairer do?**

We will update the software on your vehicle manually. 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 Jaguar Land Rover 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 N796. If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://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