



SERVICE ACTION

Service Action Number:
Q120

Subject: MIL Lamp Illuminated and Reduced Performance	Publication No.:	309-Q120
	Model:	Freelander 2 Diesel
	Model Year:	2011
	VIN Range:	H196420 – H226884
	Date of Issue:	6 th December 2010
	Expiry Date:	31 st December 2012

To:	All Authorized UK Repairers
For the Attention of:	The Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information:	This Service Action is valid for two years only. Repairs must be complete and Warranty Claims accepted for payment prior to the expiry date at the top of this Service Action.
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RE: MIL Lamp Illuminated and Reduced Performance

Dear Colleagues

On a limited number of Freelander 2 vehicles the engine management module software may not be to the correct level, and in some cases, customers report the MIL light is illuminated with reduced performance message, engine will move to a low power state and will not clear until the DTC is cleared by the dealer. The DTC 244A-96 DPF pressure low is flagged in the EMS.

Action to be taken

You are requested to contact the owners of the affected vehicles and request that the vehicle is made available at the earliest opportunity for the vehicle to be inspected and download the engine management ECU tune and where necessary remove the DPF restrictor and clear the DTCs. A sample customer letter for you to use is attached as Appendix 1. The workshop procedure is attached as Appendix 2.

Please ensure all unsold vehicles are repaired prior to handover to the customer.

Please check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected. Should you require a listing of the affected vehicles, please contact the Land Rover Field Actions team by e-mail at jircamp@jaguarlandrover.com.

At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field 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 Information

Table 1 – SROs

Description	SRO	Time
Tune download engine management ECU	12.90.13	0.4
Removal of DPF differential pressure sensor restrictor	17.50.89.30	0.2
Read and clear DTCs	12.90.16.01	0.1
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code Q120 together with the relevant option code from table 3 of this Service Action. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter SROs or parts; these are repeated here for information only.

The option that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Table 2

Program code	Option	Description	SRO	Time	Parts	Qty
Q120	B	Tune download engine management ECU	12.90.13	0.4	n/a	n/a
Q120	C	Tune download engine management ECU Drive in/drive out	12.90.13 02.02.02	0.4 0.2	n/a	n/a
Q120	D	Tune download engine management ECU Removal of DPF differential pressure sensor restrictor	12.90.13 17.50.89.30	0.4 0.2	n/a	n/a
Q120	E	Tune download engine management ECU Removal of DPF differential pressure sensor restrictor Drive in/drive out	12.90.13 17.50.89.30 02.02.02	0.4 0.2 0.2	n/a	n/a
Q120	F	Tune download engine management ECU Read and clear DTCs	12.90.13 12.90.16.01	0.4 0.1	n/a	n/a
Q120	G	Tune download engine management ECU Read and clear DTCs Drive in/drive out	12.90.13 12.90.16.01 02.02.02	0.4 0.1 0.2	n/a	n/a
Q120	H	Tune download engine management ECU Removal of DPF differential pressure sensor restrictor Read and clear DTCs	12.90.13 17.50.89.30 12.90.16.01	0.4 0.2 0.1	n/a	n/a
Q120	J	Tune download engine management ECU Removal of DPF differential pressure sensor restrictor Read and clear DTCs Drive in/drive out	12.90.13 17.50.89.30 12.90.16.01 02.02.02	0.4 0.2 0.1 0.2	n/a	n/a



Warranty Claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Service Action.

Yours faithfully

A handwritten signature in black ink, appearing to read "K Phelps", with a stylized flourish at the end.

K Phelps
Director – Service Operations

Attached: Appendix 1 – Sample Customer Letter
 Appendix 2 – Workshop Procedure



Appendix 1 – Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN): ?????
Registration Number: ??????

Date: Month/Year

IMPORTANT INFORMATION**2011 Model Year Freelander 2****MIL Lamp Illuminated and Reduced Performance – Q120**

Land Rover is providing a no-charge Customer Satisfaction Programme (Programme Number Q120) to owners of 2011 MY Freelander 2 vehicles.

Reason for this programme

Land Rover has contacted us to make us aware of a potential quality concern with your vehicle. In some cases the engine management malfunction indicator lamp is illuminated with “reduced performance” displayed on the instrument cluster. The engine will move to a low power state and will not clear without repair at an authorised repairer

What your authorized repairer will do

The authorized repairer will download revised engine management software and clear any related fault codes. The revised calibration requires the removal of a restrictor (where fitted) within the differential pressure sensor feedlines to ensure the revised software will function correctly. This rework action will be undertaken on your vehicle at no charge to you, under the terms of this programme.

How long will it take?

The time to repair your vehicle is approximately forty minutes. However, due to service scheduling requirements, your vehicle may be required for a longer period of time.

What we are asking you to do

Call us or your preferred Land Rover dealer without delay, quoting your Vehicle Identification Number (located at the beginning of this letter) and vehicle registration number. Ask for a service date and whether parts are in stock for Customer Satisfaction Programme Q120. If you do not have a servicing dealer, please access www.landrover.com for dealer addresses, maps and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in to the dealer, please show this letter to the dealer. If you misplace this letter, your dealer will still do the work, free of charge.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Land Rover Customer Relationship Center and one of our representatives will be happy to assist you.



Call: 0870 850 8447, Office Hours: Monday-Friday: 8.30AM – 5.30PM

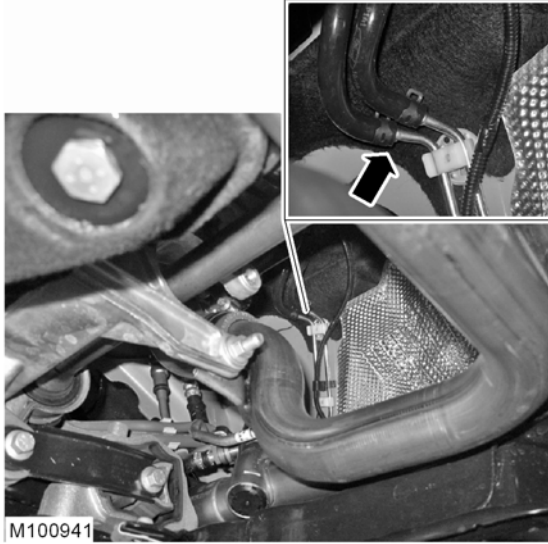

Thank you for your attention to this important matter.


Yours sincerely

Dealer Principal

Appendix 2 – Workshop Procedure

NOTE: A restrictor was fitted during manufacture between the VINs H224360 to H226884 which will need removing, but there may also be cars outside of this range but within the Service Action VIN range that may have had a restrictor fitted during service repair and will also need removing.

1	Raise and support vehicle (see TOPIx, Workshop Manual, section 100-02).	
2	Remove the engine under tray (see TOPIx, Workshop Manual, section 501-02).	
5	Disconnect the DPF pipe (see Fig. 1). <ul style="list-style-type: none"> Release the clip. 	 <p>M100941</p>
		Fig. 1
6	If fitted, using a suitable tool, remove the restrictor (see Fig. 2).	 <p>M100942</p>
		Fig. 2
7	Connect the DPF pipe. <ul style="list-style-type: none"> Secure the clip. 	
8	Install the engine under tray (see TOPIx, Workshop Manual, section 501-02).	
9	Lower the vehicle.	

10	CAUTION:  This procedure requires SDD DVD124_V6.01 and Calibration File 59 loaded or later. Connect a Midtronic battery conditioner/power supply to the vehicle.
11	Connect SDD to the vehicle and begin a new diagnostic session, SDD will read the correct VIN for the current vehicle.
12	Follow the SDD prompts. <ul style="list-style-type: none"> • If required, read and clear DTCs.
13	Select 'Campaigns' tab from the Session Type Section screen.
14	Run the 'Configure existing module –Powertrain control module.
15	Follow all on-screen instructions to complete this task. When the task is completed, exit the current session.
16	Disconnect SDD and the battery charger/power supply.