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	ADMINISTRATION BULLETIN		
Installation of Unauthorized Power Upgrades		Models	ALL

To: All UK Authorized Repairers
Circulate to: The Dealer Principal/General Manager
Copies to: The Service/After-Sales Director/Manager

Dear Colleagues,

A number of major powertrain units received through the Warranty Returns process have been damaged by the installation of unauthorized power upgrades to the Engine Management systems.

Changes to a vehicle's power characteristics have far-reaching consequences on many systems including the entire driveline, braking system, emission control devices and in particular the Diesel Particulate Filter (DPF) circuit.

The Engine Management System performs regular regeneration cycles to purge the DPF of particulate matter and unauthorized upgrades can seriously affect these regeneration cycles leading to catastrophic failure of the DPF.

Power upgrades are typically achieved either through the download of unauthorized and potentially illegal calibration files into the Engine Control Modules, or through add-on hardware. Other power upgrades may also be available, and in all cases, warranty responsibility on any affected component does not lie with Jaguar Land Rover.

The resulting power increase is achieved at the expense of:

- Engine and transmission longevity.
- Increased fuel consumption.
- Increased pollutant emissions.

We would also draw your attention to the following statement from the Owner's Handbook:

'The fitting of non-approved parts and accessories, or the carrying out of non-approved alterations or conversions, may be dangerous and could affect the safety of the vehicle and occupants, and also invalidate the terms and conditions of the vehicle warranty'.

Where there is evidence that a vehicle has had an unauthorized power upgrade, authorized repairers should send an email to waradmin@jaguarlandrover.com with known modification details and the VIN number of the affected vehicle so that a Warranty restriction can be applied and shown in DDW. In the event of related vehicle faults, customers should be advised to contact the vendor of the vehicle, supplier of the power upgrade or be advised that they will incur repair costs.

Authorized Repairers must not be in any way be involved in the promotion, marketing, or installation of such unauthorized power upgrades. Evidence of upgrade is almost impossible to conceal, even when original equipment is refitted following unit failure. Any major unit failures suspected to be resulting from unauthorized power upgrades will be thoroughly investigated and warranty payments will be withheld or withdrawn as appropriate.

Yours faithfully



Peter Cockle
 Technical Director – Global Customer Service