



TECHNICAL BULLETIN

Q231NAS1
21 SEPT 2012

*THIS SERVICE ACTION IS VALID FOR A LIMITED TIME ONLY
AND WILL EXPIRE ON 30 SEPTEMBER 2014*

SECTION: 501

Service Action: Tailgate Inoperative

AFFECTED VEHICLE RANGE:

Range Rover Sport (LS)

VIN: CA717166 – DA751250
Model Year: 2012 - 2013

CONDITION SUMMARY:

Situation: A limited number of vehicles within the VIN ranges above may experience a power tailgate that is inoperative and has to be opened and closed manually.

Action: Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. For vehicles in retailer inventory, this Service Action should be performed after completion of the vehicle Pre-Delivery Inspection (PDI). Affected vehicles already in the hands of customers should be updated at the next available opportunity. At the time of customer appointment, ensure that all outstanding service campaigns for each individual vehicle are identified and allocate sufficient time and resources to complete all campaigns.

PARTS:

No parts required

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on DVD130.07 v.113
Land Rover-approved Midtronics Vehicle Power Supply

WARRANTY:

△ **NOTE:** Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action.

Warranty claims must be submitted quoting Program Code 'Q231' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) 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.

This Service Action is valid for a limited time only. Warranty claims with a repair date prior to the **30 September 2014** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY.
Q231	B	Configure power operated tailgate	86.90.92	0.20	-	-
Q231	C	Configure power operated tailgate	86.90.92	0.20	-	-
		Drive in / drive out	02.02.02	0.20	-	-


Normal Warranty policies and procedures apply

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

REPAIR PROCEDURE

UPDATE THE POWER OPERATED TAILGATE SOFTWARE

 **CAUTION:** Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

 **CAUTION:** A Land Rover-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS diagnosis / module programming.

1. Connect the Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.
2. Turn ignition 'ON' (engine not running).

 **NOTE:** IDS must be loaded with DVD130.07 v.113 or later.

3. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
5. From the Session Type selection screen, choose 'Campaigns'.
6. Select 'Run' to 'Configure existing module – Power operated tailgate'.
 - Follow all on-screen instructions to complete this task.
7. Exit the current session.
8. Disconnect the IDS and the Midtronics Vehicle Power Supply from the vehicle.