

TECHNICAL BULLETIN  
Q344NAS1  
10 DEC 2013



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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.

**SECTION: 414-01**

Service Action: Battery Cable Ground Connection

**AFFECTED VEHICLE RANGE:**

**Range Rover Sport (LW)**

**Model Year:** 2014  
**VIN:** EA319618-EA320007

**Range Rover (LG)**

**Model Year:** 2014  
**VIN:** EA140723-EA140956

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** A potential issue has been identified with the battery cable ground connection torque check on a limited number of vehicles within the listed model year and VIN range.

**Action:** Retailers are required to **HOLD** all affected vehicles within the listed 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. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

**PARTS:**

No parts required

**SPECIAL TOOLS:**

Refer to Workshop Manual / Service Instruction for any required tools

**WARRANTY:**



**NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIX to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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 claims must be submitted quoting Program Code 'Q344' 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 into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **30 November 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY. / VALUE
Q344	B	Remove / refit spare wheel / tire repair kit; tighten battery cable ground connection	05.10.10	0.10	-	-
Q344	C	Remove / refit spare wheel / tire repair kit; tighten battery cable ground connection Drive in/drive out	05.10.10 02.02.02	0.10 0.20	- -	- -



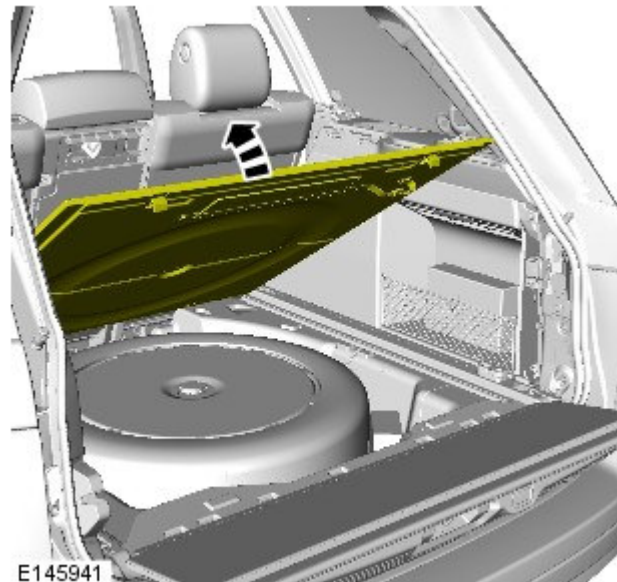
**NOTE: Normal Warranty policies and procedures apply**

### **SERVICE INSTRUCTION:**

1. Open the upper and lower tailgates.

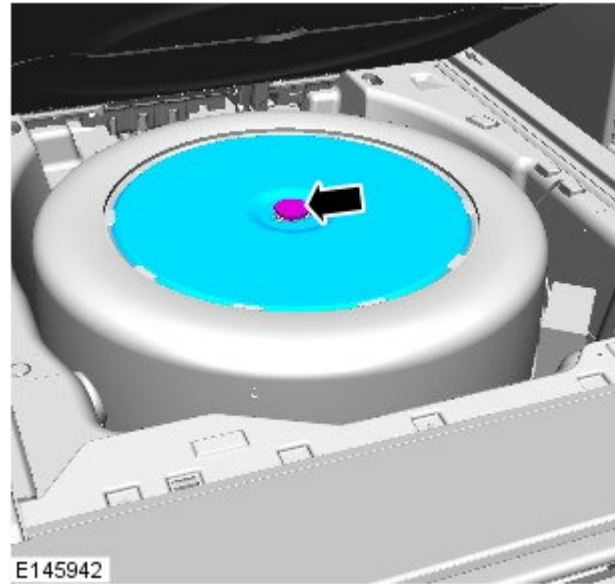
2.  **NOTE: Vehicle with spare wheel / tire assembly shown.**


Lift up and secure the loadspace floor panel.



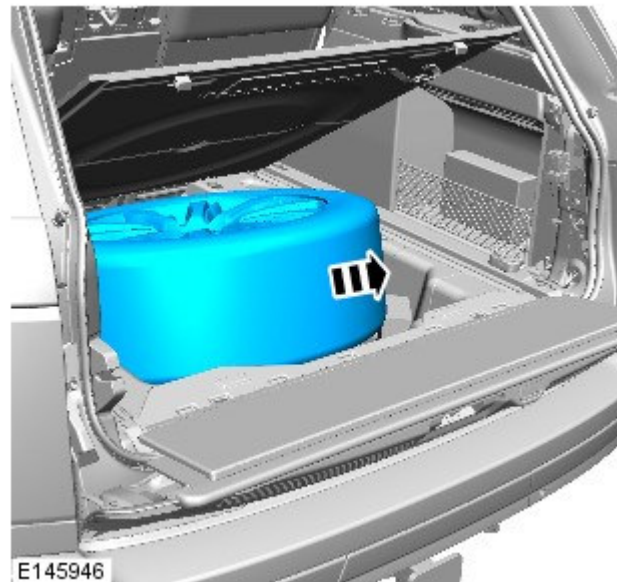
### **Steps 3-4 for vehicles with spare wheel / tire assembly only.**

3. Remove the spare wheel securing bolt.



4.  **WARNING: The spare wheel is heavy and if handled incorrectly may cause injury. Use extreme caution when lifting, lowering, and maneuvering the spare wheel.**

Remove the spare wheel.



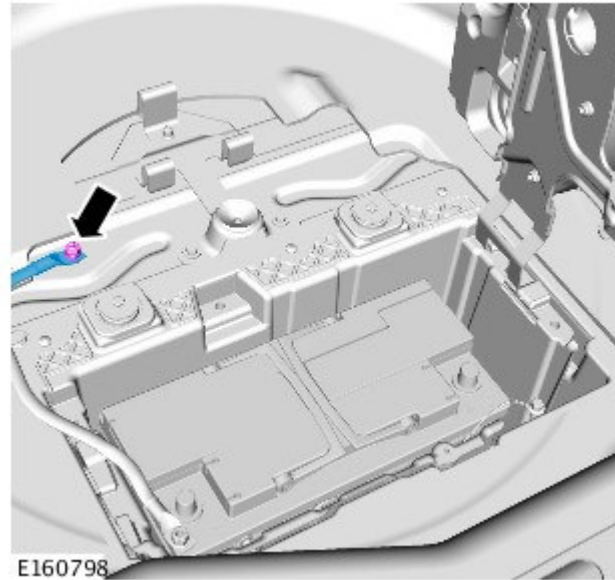
**Step 5 for vehicles with Tire Repair Kit only.**


5. Remove the Tire Repair Kit.

6.  **NOTE: Air Suspension System Air Supply unit shown removed for clarity.**

Inspect the battery ground cable connection:

- Make sure the nut is not cross threaded on the ground stud.
  - If the nut is not cross threaded, tighten the nut to 9Nm.
  - If the nut is cross threaded, repair as necessary, making sure the nut is tightened to 9Nm; to be performed as a separate claim.



7.  **WARNING: The spare wheel is heavy and if handled incorrectly may cause injury. Use extreme caution when lifting, lowering, and maneuvering the spare wheel.**

Reverse steps 3-4 to install the spare wheel **or** install the Tire Repair Kit.

8. Lower the loadspace floor panel.
9. Close the lower and upper tailgates.