



## Service Action Q228: Touch-Screen Bluetooth® Pop-up Message Software Update

SERVICE  
BULLETIN

12-APR-13

No.: SGI13-07

Section: GENERAL  
INFORMATION

Market: CAN / USA

### DESCRIPTION

A limited number of 2013 model year Land Rover LR2, LR4, Range Rover Evoque, Range Rover Sport, and Range Rover vehicles within the listed VIN range require updated Touch-Screen software. Portable media devices cannot be used for audio system playback via Bluetooth® when an Apple® portable media device (iPod®, iPhone®, etc.) is connected to the vehicle via the Media Hub USB cable. In an effort to clarify this Gen 2.1 Infotainment system functionality, the Touch-Screen pop-up message 'No connection to Bluetooth Audio device. Please reconnect.' will be changed to 'Bluetooth Audio device is disconnected. Connection of an Apple device via USB will disable Bluetooth Audio'.

### AFFECTED VEHICLES

The VIN range of affected vehicles is:

LR2 (L359)	DH311358 – DH334096
LR4 (L319)	DA652215 – DA658861
Range Rover Evoque (L538)	DH699915 – DH741840
Range Rover Sport (L320)	DA747669 – DA794632
Range Rover (L405)	DA000001 – DA104800

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework 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.

Refer to Technical Bulletin Q288NAS: *Service Action: Touch-Screen Bluetooth® Pop-up Message Software Update*, for detailed repair instructions.

### PARTS

No parts required

### TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD132.02 v.122  
Jaguar 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 '**Q228**' 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 program is valid for a limited time only. Warranty claims with a repair date prior to the **30 April 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)	PART No.	QTY.
<b>Q228</b>	<b>B</b>	HLDF – configure – LR2, Range Rover Evoque	86.90.91	0.40	-	-
<b>Q228</b>	<b>C</b>	HLDF – configure – Range Rover Evoque Drive in / drive out	86.90.91 02.02.02	0.40 0.20	- -	- -
<b>Q228</b>	<b>D</b>	HLDF – configure – LR4, Range Rover Sport, Range Rover	86.90.91	0.60	-	-
<b>Q228</b>	<b>E</b>	HLDF – configure – LR4, Range Rover Sport, Range Rover Drive in / drive out	86.90.91 02.02.02	0.60 0.20	- -	- -

*Normal Warranty policies and procedures apply*