



Service Action Q312: Side Step Hardware

SERVICE BULLETIN

03-JUL-13

No.: SGI13-14

Section: GENERAL INFORMATION

Market: USA

DESCRIPTION

A limited number of 2013 model year Land Rover Range Rover vehicles which require the installation of side steps (deployable or non-deployable) are unable to have them installed without re-working the vehicle fixing points.

AFFECTED VEHICLES

The VIN range of affected vehicles is DA100000-DA121149.

WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Affected vehicles which require the fitment of accessory side steps **ONLY** require the rework of the vehicle fixing points. Do **not** carry out this action on every vehicle within the range; it is only for those requiring the installation of accessory side steps.

Refer to Technical Bulletin Q312NAS: *Service Action: Side Step Hardware*, for detailed repair instructions.

PARTS

PART NO.	DESCRIPTION	QTY. / VALUE	% OF VEHICLES REQUIRING PART*
LR049684	Side step riv nut fixing kit	1	as required
-	Plug tap – M10 x 1.5	\$3.66	-

* when ordering parts, order vehicles requiring the installation of accessory side steps (deployable and non-deployable) only

△ **NOTE:** An allowance of £2.33 (approximately \$3.66 US) has been provided to cover the cost of the tap and should be claimed using code 'ZZZ001'.

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

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. 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 'Q312' together with Option Code 'X' and the relevant parts and SRO information listed below. 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 **31 May 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

DESCRIPTION	VIN RANGE	SRO	TIME (HOURS)
Drill 10 holes to 9.3mm and 8 to be tapped & tap holes	DA100000-DA109810	05.10.50	0.50
Drill 2 holes to 9.3mm - no tapping required	DA109811-DA121149	76.11.89/91	0.10
Drill out side step mounting hole & install riv nuts 1, 2, or 3	As required	05.10.10	0.10
Drill out side mounting hole & install riv nuts 4,,5, or 6	As required	05.10.20	0.20
Drill out side step mounting hole & install riv nuts 7 or 8	As required	05.10.30	0.30
Remove side step insert(s) - front right	As required	76.11.89/97	0.50
Remove side step insert(s) - front left	As required	76.11.89/88	0.50
Remove side step insert(s) - rear right	As required	76.11.89/89	0.70
Remove side step insert(s) - rear left	As required	76.11.89/90	0.70
Drive in/drive out	As required	02.02.02	0.20

Normal Warranty policies and procedures apply

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