

TECHNICAL BULLETIN  
Q366 UPS0514-2bNAS1  
28 JAN 2014



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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: 303-01B / -01C / -01D**

Update Prior to Sale: Cross Contamination of Engine Oil

**AFFECTED VEHICLE RANGE:**

**LR4 (LA)**

**Model Year:** 2014  
**VIN:** EA705047-EA705560

**Range Rover Sport (LW)**

**Model Year:** 2014  
**VIN:** EA342378-EA343779

**Range Rover (LG)**

**Model Year:** 2014  
**VIN:** EA154220-EA155176

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** An issue has been identified with certain 2014 model year LR4, Range Rover Sport, and Range Rover vehicles where the correct specification engine oil (5W-20) has been wrongly mixed with cold-climate engine oil (0W-30). This incorrect mixing may result in emulsification of the engine oil, potentially leading to performance issues with the engine lubrication systems.

**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. Vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process, but it must be performed prior to handover to the customer.

**PARTS:**

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS**
Engine oil filter element	LR011279	3	100
Engine oil (SAE 5W-20 meeting specification WSS-M2C925-A)	ZZZ999	\$177.00*	100



**NOTE: \* an allowance of \$177.00 has been provided for the locally sourced engine oil and must be claimed using Sundry Code 'ZZZ999'.**



**NOTE: \*\* when ordering parts, order only the expected percentage demand of parts identified.**

**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 'Q366' 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 may 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 **23 July 2014** closure date must be submitted for payment within 30 calendar days of completion of the repair.



**NOTE: An allowance of \$177.00 has been provided for the locally sourced engine oil and must be claimed using Sundry Code 'ZZZ999'.**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
Q366	B	<b>NOTE: LR4</b>  Renew engine oil and filter; Start engine and idle for 1 minute Renew engine oil and filter; Start engine and idle for 10 minutes Renew engine oil and filter; Road test vehicle	12.60.89.42	2.3	LR011279 ZZZ999	3 \$177.00
Q366	C	<b>NOTE: LR4</b>  Renew engine oil and filter; Start engine and idle for 1 minute Renew engine oil and filter; Start engine and idle for 10 minutes Renew engine oil and filter; Road test vehicle Drive in/drive out	12.60.89.42 02.02.02	2.3 0.2	LR011279 ZZZ999	3 \$177.00
Q366	B	<b>NOTE: Range Rover Sport, Range Rover</b>  Renew engine oil and filter; Start engine and idle for 1	12.60.89.42	2.4	LR011279 ZZZ999	3 \$177.00

		minute Renew engine oil and filter; Start engine and idle for 10 minutes Renew engine oil and filter; Road test vehicle				
Q366	C	 <b>NOTE: Range Rover Sport, Range Rover</b>  Renew engine oil and filter; Start engine and idle for 1 minute Renew engine oil and filter; Start engine and idle for 10 minutes Renew engine oil and filter; Road test vehicle Drive in/drive out	12.60.89.42 02.02.02	2.4 0.2	LR011279 ZZZ999	3 \$177.00



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

### **SERVICE INSTRUCTION:**

1. Renew engine oil and filter (see TOPIx Workshop Manual, section 303-01B / 303-01C / 303-01D: Engine Oil Vacuum Draining and Filling).
  - Once refilled, start the engine and allow to idle for one (1) minute.
  - Turn engine OFF.
  
2. Renew engine oil and filter (see TOPIx Workshop Manual, section 303-01B / 303-01C / 303-01D: Engine Oil Vacuum Draining and Filling).
  - Once refilled, start the engine and allow to idle for 10 minutes.
  - Turn engine OFF.
  
3. Renew engine oil and filter (see TOPIx Workshop Manual, section 303-01B / 303-01C / 303-01D: Engine Oil Vacuum Draining and Filling).
  - Carry out a road test; confirm no leaks are present.