

TECHNICAL BULLETIN

Q387NAS1

23 MAY 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: 413-13

Service Action: Park Out Feature Not Enabled

AFFECTED VEHICLE RANGE:

Range Rover Evoque (LV)

Model Year: 2014
VIN: EH856581-EH904261

MARKETS:

USA

CONDITION SUMMARY:

Situation: An issue has been identified on a number of 2014 model year Range Rover Evoque (L538) vehicles within the listed VIN range which have been manufactured away from process and, in some cases, the Park Out function is not enabled due to an incorrect Car Configuration File (CCF).

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 but must have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required

SPECIAL TOOLS:



NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest SDD-DVD and Calibration File; first available on DVD137.05 v.169

Jaguar Land Rover-approved Midtronics Battery Power Supply

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 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 '**Q387**' together with the relevant Option Code from the table. The SRO and parts 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 **31 May 2016** 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 / SUNDRY CODE | QTY. / VALUE |
|---------------------|--------------------|---|----------------------|---------------------|----------------------------|---------------------|
| Q387 | B | Update Car Configuration File | 86.90.24 | 0.2 | - | - |
| Q387 | C | Update Car Configuration File Drive in/drive out | 86.90.24 02.02.02 | 0.2 0.2 | - - | - - |



NOTE: Normal Warranty policies and procedures apply

SERVICE INSTRUCTION:



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 Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.



NOTE: SDD must be loaded with DVD137.05 v.169 or later.

1. Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Service functions' from the Session Type screen.
6. From the Recommendations tab, select **Run** to perform the "Car configuration management - Session active car configuration" option.
7. From the Session Active Car Configuration selection screen, select the As-Built file as the current Session

Active CCF Source.

8. After making this selection, select the 'green tick' continue button to update vehicle Car Configuration File.

9.  **NOTE: Ensure customer personalization settings are retained when following the on screen SDD instructions. All necessary instructions are provided on screen.**

Follow all on-screen instructions to complete this task.

10. Exit the current session.

11. Disconnect the SDD and the battery power supply from the vehicle.