

TECHNICAL BULLETIN  
Q394 UPS3714-2bNAS1  
30 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: 501-10B**

Update Prior to Sale: Rear Business Seats Harness Trap

**AFFECTED VEHICLE RANGE:**

<b>Range Rover (LG)</b>		<b>Cab style:</b>	Long Wheelbase
<b>Model Year:</b>	2014	<b>With:</b>	Business Seats
<b>VIN:</b>	EA134173-EA172601		

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** An issue has been identified on 2014 model year Range Rover (L405) Long Wheelbase (LWB) vehicles equipped with rear business seats. There is a risk of wiring harness contact with the rear left and right business seat mechanism, leading to a possible chafing condition at the breakout to the rear seats and causing the seat(s) to not function properly.

**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:**



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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Clip	LR035462	2	100

**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 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 '**Q394**' 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.

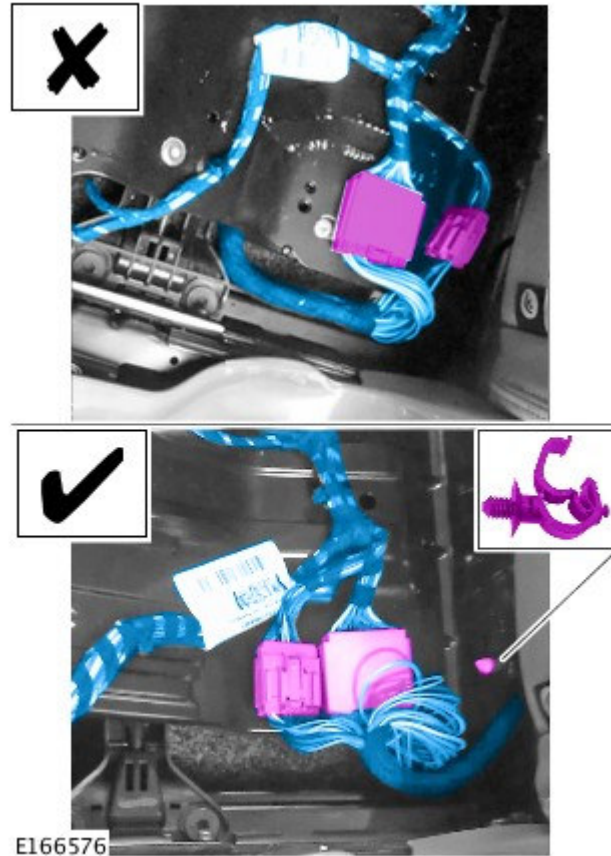
This program is valid for a limited time only. Warranty claims with a repair date prior to the **27 November 2014** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
Q394	B	Check seat harness for signs of damage - both sides; install clip - both sides	78.10.55.99	0.5	LR035462	2
Q394	C	Check seat harness for signs of damage - both sides; install clip - both sides Drive in/drive out	78.10.55.99 02.02.02	0.5 0.2	LR035462 -	2 -
Q394	D	Check seat harness for signs of damage - both sides; repair seat harness - one side; install clip - both sides	78.10.55.99 05.10.01	0.5 0.1	LR035462 -	2 -
Q394	E	Check seat harness for signs of damage - both sides; repair seat harness - one side; install clip - both sides Drive in/drive out	78.10.55.99 05.10.01 02.02.02	0.5 0.1 0.2	LR035462 - -	2 - -
Q394	F	Check seat harness for signs of damage - both sides; repair seat harness - both sides; install clip - both sides	78.10.55.99 05.10.20	0.5 0.2	LR035462 -	2 -
Q394	G	Check seat harness for signs of damage - both sides; repair seat harness - both sides; install clip - both sides Drive in/drive out	78.10.55.99 05.10.20 02.02.02	0.5 0.2 0.2	LR035462 - -	2 - -

Normal Warranty policies and procedures apply

**SERVICE INSTRUCTION:**

1. Remove rear left-hand business seat for access (see TOPIx Workshop Procedure, section 501-10).
  - Remove seat cushion.
2. Check to see if the seat harness is routed correctly.

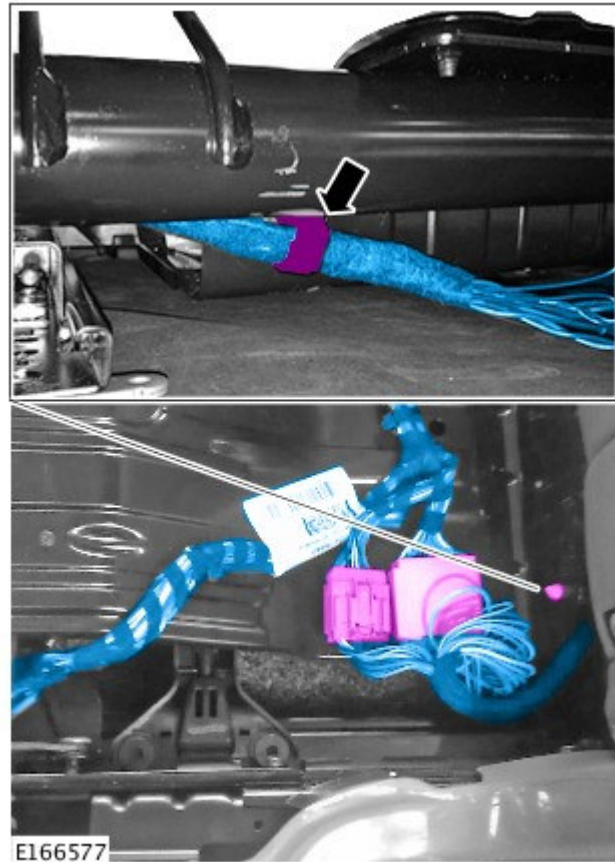


**3. Check the seat harness for damage.**

- If damage to the seat harness is not found, continue to the next step.
- If damage to the seat harness is found, repair damaged wire(s) (see TOPIX Workshop Manual, section 418-02).
- Continue to the next step after repairing any damaged wire(s).

**4. Route the seat harness.**

- Install the new clip 180mm from the electrical connector.



**5.** Install seat cushion.

- Install rear business seat (see TOPIx Workshop Manual, section 501-10).

**6.** Carry out steps 2-5 to the rear right-hand business seat.