

TECHNICAL BULLETIN  
Q395 UPS3814-3bNAS1  
08 DEC 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.

Changes are highlighted in gray

**SECTION: 307-01**

Update Prior to Sale: Potential Transmission Filter Detachment from Fluid Pan

**AFFECTED VEHICLE RANGE:**

**Range Rover Sport (LW)**

**Model Year:** 2014  
**VIN:** EA356919-EA360460

**Range Rover (LG)**

**Model Year:** 2014  
**VIN:** EA162518-EA164102

**LR4 (LA)**

**Model Year:** 2014  
**VIN:** EA711721

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Changes are limited to the extension of the expiry date.**

**Situation:** An issue has been identified on a number of 2014 model year LR4 (L319), Range Rover Sport (L494), and Range Rover (L405) vehicles where the transmission filter may become detached from the transmission fluid pan. This could result in harsh shifting of the transmission and a transmission fault message maybe displayed on the Instrument Cluster message center.

**Action:** Retailers are required to **HOLD** all affected vehicles (see Service Bulletin SGI14-25 for specific affected VINs) 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**
Transmission fluid pan kit	LR065238	1	100
Transmission oil	ZZZ999	£150.00	100

\* - an allowance equivalent to approximately US\$244.50 (£150.00) has been provided to cover the cost of the transmission oil.

### **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 'Q395' 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 **10 June 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)	PARTS / SUNDRY CODE	QTY. / VALUE*
Q395	B	<b>NOTE: LR4 (L319) only</b> Transmission pan - Fluid - Renew	44.24.04	1.8	LR065238 ZZZ999	1 £150.00
Q395	C	<b>NOTE: LR4 (L319) only</b> Transmission pan - Fluid - Renew Drive in/drive out	44.24.04 02.02.02	1.8 0.2	LR065238 ZZZ999	1 £150.00
Q395	B	<b>NOTE: Range Rover Sport (L494) 5.0L V8 only</b> Transmission pan - Fluid - Renew	44.24.04	1.7	LR065238 ZZZ999	1 £150.00
Q395	C	<b>NOTE: Range Rover Sport (L494) 5.0L V8 only</b> Transmission pan - Fluid - Renew Drive in/drive out	44.24.04 02.02.02	1.7 0.2	LR065238 ZZZ999	1 £150.00
Q395	B	<b>NOTE: Range Rover Sport (L494) 3.0L V6 only</b> Transmission pan - Fluid - Renew	44.24.04	1.6	LR065238 ZZZ999	1 £150.00

		Transmission pan - Fluid - Renew				
Q395	C	 <b>NOTE: Range Rover Sport (L494) 3.0L V6 only</b> Transmission pan - Fluid - Renew Drive in/drive out	44.24.04 02.02.02	1.6 0.2	LR065238 ZZZ999	1 £150.00
Q395	B	 <b>NOTE: Range Rover (L405) 5.0L V8 only</b> Transmission pan - Fluid - Renew	44.24.04	1.9	LR065238 ZZZ999	1 £150.00
Q395	C	 <b>NOTE: Range Rover (L405) 5.0L V8 only</b> Transmission pan - Fluid - Renew Drive in/drive out	44.24.04 02.02.02	1.9 0.2	LR065238 ZZZ999	1 £150.00
Q395	B	 <b>NOTE: Range Rover (L405) 3.0L V6 only</b> Transmission pan - Fluid - Renew	44.24.04	1.6	LR065238 ZZZ999	1 £150.00
Q395	C	 <b>NOTE: Range Rover (L405) 3.0L V6 only</b> Transmission pan - Fluid - Renew Drive in/drive out	44.24.04 02.02.02	1.6 0.2	LR065238 ZZZ999	1 £150.00

\* - an allowance equivalent to approximately US\$244.50 (£150.00) has been provided to cover the cost of the transmission oil

Normal Warranty policies and procedures apply

### **SERVICE INSTRUCTION:**

1. Renew the transmission fluid pan (see TOPIx Workshop Manual, section 307-01).