



# Service Action Q396: Rear Business Seats Memory Function

## SERVICE BULLETIN

06-JUN-14 | No.: SGI14-23 | Section: GENERAL INFORMATION | Market: CAN / USA

### DESCRIPTION

An issue has been identified on a limited number of 2014 model year Range Rover vehicles within the listed VIN range and equipped with rear Business Seats where a rear seat moves when the driver or front passenger requests a memory recall on a front seat.

### AFFECTED VEHICLES

The VIN range of affected vehicles is EA151301-EA155363.

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles in the above 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity. Refer to Technical Bulletin Q396NAS: *Service Action: Rear Business Seats Memory Function*, for detailed repair instructions.

### PARTS

No parts required

### TOOLS

Refer to Service Instruction / Repair Procedure 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 '**Q396**' together with the relevant Option Code from the table. SRO and parts information is 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)	PART No. / SUNDRY CODE*	QTY. / VALUE*
<b>Q396</b>	<b>B</b>	Update rear seat control module software - Left and right	78.91.04	0.20	-	-
<b>Q396</b>	<b>C</b>	Update rear seat control module software - Left and right	78.91.04	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply*