



# SERVICE BULLETIN

## Update Prior to Sale UPS3814-2b: Potential Transmission Filter Detachment from Fluid Pan

11-JUN-14 | No.: SGI14-25 | Section: GENERAL INFORMATION | Market: CAN / USA

### DESCRIPTION

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.

### AFFECTED VEHICLES

The VIN ranges of affected vehicles are:

- LR4 (L319) .....EA711721
- Range Rover Sport (L494) .....EA356919-EA360460
- Range Rover (L405) .....EA162518-EA164102

See the attached list for specific affected Model, VIN, and Retailer information.

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure a vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles (see the attached list for specific affected Model, VIN, and Retailer information) 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 UPS3814-2bNAS: *Update Prior to Sale: Potential Transmission Filter Detachment from Fluid Pan*, for detailed repair instructions.

### PARTS

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

**NOTE:** \* an allowance equivalent to £150.00 (approximately \$237.00) has been provided to cover the cost of the transmission oil and must be claimed using Sundry Code 'ZZZ999'.

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

### 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 'Q395' 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 **28 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)	PART No. / SUNDRY CODE*	QTY. / VALUE*
Q395	B	<b>LR4 (L319) only</b> Transmission pan - Fluid - Renew	44.24.04	1.8	LR065238 ZZZ999	1 £150.00
Q395	C	<b>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>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>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>Range Rover Sport (L494) 3.0L V6 only</b> Transmission pan - Fluid - Renew	44.24.04	1.6	LR065238 ZZZ999	1 £150.00
Q395	C	<b>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>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>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>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>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 -

△ **NOTE:** \* an allowance equivalent to £150.00 (approximately \$237.00) has been provided to cover the cost of the transmission oil and must be claimed using Sundry Code 'ZZZ999'.

*Normal Warranty policies and procedures apply*

## UPS3814-2b: Affected VIN / Retailer List

### CANADA

MODEL	VIN	RETAILER NO. / NAME
RANGE ROVER SPORT (L494)	EA357346	0535 Coventry North Land Rover
RANGE ROVER (L405)	EA162705	0544 Land Rover Vancouver

### USA

LR4 (L319)	EA711721	0282 Land Rover Manhattan
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RANGE ROVER SPORT (L494)	EA356919	0233 Land Rover Greensboro
	EA356929	0163 Land Rover Richmond
	EA356933	0121 Land Rover Parsippany
	EA356936	0122 Land Rover Glen Cove
	EA356941	0368 Land Rover Orland Park
	EA356946	0286 Land Rover Mt. Kisco
	EA356949	0378 Land Rover Denver
	EA356956	0369 Land Rover Edison
	EA356957	0122 Land Rover Glen Cove
	EA356958	0368 Land Rover Orland Park
	EA356959	0171 Land Rover West Ashley
	EA356970	0132 Land Rover San Antonio
	EA356973	0173 Land Rover Cary
	EA357222	0358 Land Rover Sudbury
	EA357331	0131 Land Rover North Dade
	EA359705	0122 Land Rover Glen Cove
	EA359708	0357 Land Rover Bethesda
EA359714	0355 Land Rover North Hills	
EA360460	0104 Land Rover Encino	

RANGE ROVER (L405)	EA162518	0317 Land Rover Huntsville
	EA162521	0375 Land Rover Hoffman Estates
	EA162526	0379 Land Rover San Juan Texas
	EA162527	0110 Land Rover Paramus
	EA162530	0225 Land Rover Winnetka
	EA162534	0375 Land Rover Hoffman Estates
	EA162535	0131 Land Rover North Dade
	EA162546	0131 Land Rover North Dade
	EA162688	0146 Land Rover South Bay
	EA162695	0378 Land Rover Denver
	EA162697	0282 Land Rover Manhattan
	EA162701	0139 Bob Moore Land Rover
	EA162796	0361 Land Rover Rochester
	EA164102	0159 Land Rover Cherry Hill