

# SB-10056261-2756



## SERVICE BULLETIN

### Owner Notified Service Action Q238: Rear Spoiler Load Spreading Bracket - Update

18-JUN-14 | No.: SGI13-01 (issue 2) | Section: GENERAL INFORMATION | Market: USA

CHANGES ARE LIMITED TO THE EXTENSION OF THE EXPIRY DATE

#### DESCRIPTION

A limited number of 2012-2013 Land Rover Range Rover Sport (Autobiography and Limited Edition) vehicles equipped with the extended rear roof spoiler and within the listed VIN range may experience a concern with the extended rear spoiler coming adrift during transportation when the vehicle is loaded facing backwards and generally when on the top deck of a transporter.

#### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is CA717173-DA764544.

Owner notification is expected to commence on or before the week of 4 February 2013.

#### 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 within your 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 Q238NAS: *Service Action: Rear Spoiler Load Spreading Bracket*, for detailed repair instructions.

#### PARTS

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
VPLSB0116	Spoiler fixing kit	1	100

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

#### 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 '**Q238**' 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 can only be claimed if the vehicle is brought back 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 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)	PART No. / SUNDRY CODE	QTY. / VALUE
Q238	B	Tailgate spoiler modification	76.42.89.31	0.30	VPLSB0116	1
Q238	C	Tailgate spoiler modification Drive in / drive out	76.42.89.31 02.02.02	0.30 0.20	VPLSB0116 -	1 -

Normal Warranty policies and procedures apply

# Service Action Q238 : Sample Owner Letter

## **Service Action Q238: Rear Spoiler Load Spreading Bracket**

**Dear Range Rover Sport Owner,**

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q238) for owners of a limited number of 2012-2013 model year Range Rover Sport vehicles.

### **What is the concern?**

As a result of the transportation process when new, the extended rear spoiler may not be correctly aligned with the body work at the rear of the vehicle. In addition to this, if for any reason the vehicle is later carried on a transporter and the transportation guidelines have not been followed, such as ensuring the vehicle is loaded in a forward facing direction, then the spoiler may become further misaligned or even completely adrift.

### **What will Land Rover and your Land Rover retailer do?**

Land Rover would like to replace the brackets that secure the spoiler assembly to the tailgate. This work will be carried out free of charge. If you have any concerns or questions, please feel free to contact your retailer.

### **What should you do?**

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q238.

### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one (1) hour, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Please forward this notification to the lessee within ten (10) days.

### **Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

### **What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Experience Manager