

# SB-10056418-2959



## SERVICE BULLETIN

### Owner-Notified Service Action Q400: Car Configuration File Update

04-AUG-14 | No.: SGI14-29 | Section: GENERAL INFORMATION | Market: USA

**THIS SERVICE ACTION SUPERSEDES Q387  
WITH IMMEDIATE EFFECT**

#### DESCRIPTION

An issue has been identified on a limited number of 2014 model year Range Rover Evoque (L538) vehicles where the Car Configuration File (CCF) may not have been set to the latest specification.

Owners of vehicles eligible for both Program Code Q400 **and** Q387 will be contacted by mail (see attached Sample Owner Letter), asking them to contact their Land Rover retailer to have their vehicles updated in regard to the Park Out feature issue previously described in Service Bulletin SGI14-19.

#### AFFECTED VEHICLES

The VIN range of affected vehicles is EH795896-EH937801.

#### 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.

The Car Configuration File (CCF) included in Q400 will also address the Park Out feature described in Q387 (USA only). Vehicles previously repaired under Q387 will, however, also require the CCF update included in Q400.

Refer to Technical Bulletin Q400NAS: *Service Action: Car Configuration File Update*, 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 '**Q400**' 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.

The Car Configuration File (CCF) included in Q400 will also address the Park Out feature described in Q387 (USA only). Vehicles previously repaired as part of Q387 will, however, also require a CCF update as part of Q400.

Retailers should ensure any outstanding for Q387 are submitted promptly for processing.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 July 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*
Q400	B	Update Car Configuration File	86.90.24	0.20	-	-
Q400	C	Update Car Configuration File Drive in/drive out	86.90.24 02.02.02	0.20 0.20	- -	- -

*Normal Warranty policies and procedures apply*

# Service Action Q400: Sample Owner Letter

## Service Action Q400: Car Configuration File Update

### Dear Range Rover Evoque Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code Q400) for owners of 2014 model year Range Rover Evoque vehicles.

### What is the issue?

Due to a production build issue, the Car Configuration File on your vehicle may not be to the latest specification. Additionally, the Park Out feature of your vehicle was not enabled.

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

An authorized Land Rover retailer will update your vehicle's Car Configuration File, including enabling the Park Out feature. There will be no charge for this repair.

### 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 Q400. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features. For complete operation details of the Park Out feature, please refer to your vehicle's Owner's Handbook.

### 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 less than one 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 Centre 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 Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We apologize for this issue and 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