



# SERVICE BULLETIN

## Service Action Q404: Fixed Side Step 'Rattle' Noise / Trim Loose - Update

16-SEP-14 | No.: SGI14-33 (issue 2) | Section: GENERAL INFORMATION | Market: CAN / USA

CHANGES ARE HIGHLIGHTED IN GRAY

### DESCRIPTION

An issue has been identified on a limited number of 2014 model year Range Rover Sport (L494) and 2013-2014 model year Range Rover (L405) vehicles fitted with Fixed Side Steps where a 'rattle' noise may be evident due to the bright finish trim becoming loose.

### AFFECTED VEHICLES

The VIN ranges of affected vehicles are:

- Range Rover Sport (L494) .....EA000002-EA361305
- Range Rover (L405).....DA001204-EA165141

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle, **fitted with Land Rover Vehicle Accessories Fixed Side Steps only**, is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** only *affected* vehicles within your control and refrain from releasing these vehicles for new or used vehicle sale pending completion of the rework action. Affected vehicles, **fitted with Land Rover Vehicle Accessories Fixed Side Steps only**, already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin Q404NAS: *Service Action: Fixed Side Step 'Rattle' Noise / Trim Loose*, for detailed repair instructions.

### PARTS

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

DESCRIPTION	PART No. / SUNDRY CODE*	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS*
Fixing Parts Kit	VPLGP0230	1	90
Body Side Step - Left	VPLGP0228	1	5
Body Side Step - Right	VPLGP0227	1	5

### TOOLS

Refer to Service Instruction / Repair Procedure for any required tools

### WARRANTY

**△ NOTE: Check DDW to ensure that the vehicle, fitted with Land Rover Vehicle Accessories Fixed Side Steps only, 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 'Q404' 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 August 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
Q404	A	Inspect rivets; stainless steel rivets already fitted - No further action	05.10.10	0.10	-	-
Q404	K	Inspect rivets; stainless steel rivets already fitted - No further action	05.10.10	0.10	-	-

		Drive in/drive out	02.02.02	0.20	-	-
<b>Q404</b>	<b>B</b>	Remove and install fixed side steps; rivet replacement (both sides)	06.20.89.29	0.70	VPLGP0230	1
<b>Q404</b>	<b>C</b>	Remove and install fixed side steps; rivet replacement (both sides) Drive in/drive out	06.20.89.29 02.02.02	0.70 0.20	VPLGP0230 -	1 -
<b>Q404</b>	<b>D</b>	Renew fixed side steps (both sides)	06.20.56	0.20	VPLGP0228 VPLGP0227	1 1
<b>Q404</b>	<b>E</b>	Renew fixed side steps (both sides) Drive in/drive out	06.20.56 02.02.02	0.20 0.20	VPLGP0228 VPLGP0227 -	1 1 -
<b>Q404</b>	<b>F</b>	Renew fixed side step (left-side only)	06.20.57	0.10	VPLGP0228	1
<b>Q404</b>	<b>G</b>	Renew fixed side step (left-side only) Drive in/drive out	06.20.57 02.02.02	0.10 0.20	VPLGP0228 -	1 -
<b>Q404</b>	<b>H</b>	Renew fixed side step (right-side only)	06.20.57	0.10	VPLGP0227	1
<b>Q404</b>	<b>J</b>	Renew fixed side step (right-side only) Drive in/drive out	06.20.57 02.02.02	0.10 0.20	VPLGP0227 -	1 -
<b>Q404</b>	<b>L</b>	Fixed side step rivet replacement one side; replace one fixed side step (left- side)	06.20.89.31	0.30	VPLGP0230 VPLGP0228	1 1
<b>Q404</b>	<b>M</b>	Fixed side step rivet replacement one side; replace one fixed side step (left- side) Drive in/drive out	06.20.89.31 02.02.02	0.30 0.20	VPLGP0230 VPLGP0228 -	1 1 -
<b>Q404</b>	<b>N</b>	Fixed side step rivet replacement one side; replace one fixed side step (right- side)	06.20.89.31	0.30	VPLGP0230 VPLGP0227	1 1
<b>Q404</b>	<b>P</b>	Fixed side step rivet replacement one side; replace one fixed side step (right- side) Drive in/drive out	06.20.89.31 02.02.02	0.30 0.20	VPLGP0230 VPLGP0227 -	1 1 -

*Normal Warranty policies and procedures apply*