



ABOVE & BEYOND

# SERVICE ACTION Q406: GATEWAY MODULE SOFTWARE UPDATE

# SERVICE BULLETIN

27-OCT-14 | No.: SGI14-44 | SECTION: GENERAL INFORMATION | MARKET: CAN / USA

## DESCRIPTION

A potential issue has been identified on a limited number of 2014 model year LR4 (L319), Range Rover Evoque (L538), Range Rover Sport (L494), and Range Rover (L405) vehicles, fitted with a Dual Battery Junction Box (DBJB) and auxiliary battery only, where the charge warning indicator remains illuminated but the vehicle continues to drive as normal. Diagnostic Trouble Codes (DTC) B1404-13 and B1479-72 may be stored in the GateWay Module. The issue disappears after an ignition cycle.

## AFFECTED VEHICLES

The VIN ranges of affected vehicles are:

- LR4 (L319) ..... EA699716-EA726592
- Range Rover Evoque (L538)..... EH856584-EH881720
- Range Rover Sport (L494) ..... EA316330-EA369970
- Range Rover (L405) ..... EA138895-EA170880

## 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** only 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 Q406NAS: *GateWay Module Software Update*, for detailed repair instructions.

## PARTS

No parts required

## TOOLS

Refer to Service Instruction / Repair Procedure for any required tools

## WARRANTY

**△ NOTE: 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. Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 '**Q406**' 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 October 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>Q406</b>  | <b>B</b>    | Configure GateWay module | 86.90.97 | 0.20         | -                      | -            |
| <b>Q406</b>  | <b>C</b>    | Configure GateWay module | 86.90.97 | 0.20         | -                      | -            |
|              |             | Drive in/drive out       | 02.02.02 | 0.20         | -                      | -            |

*Normal Warranty policies and procedures apply*