ABOVE & BEYOND

OWNER NOTIFIED SERVICE ACTION Q425: 9 SPEED AUTOMATIC TRANSMISSION CALIBRATION

SERVICE BULLETIN

30-OCT-14	NO.: SGI14-47	SECTION: GENERAL INFORMATION	MARKET: CAN / USA

DESCRIPTION

A potential issue has been identified on a limited number of 2014-2015 model year Range Rover Evoque (L538) vehicles, where one or more of the following may be exhibited:

- Poor transmission shift quality;
- Warning message (Transmission issue);
- Lack of power; and/or
- Unable to select Drive (D) or Reverse (R) when the vehicle is in Park (P).

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is EH815019-FH974024.

Owners of affected vehicles will be notified on or before the week of 17 November 2014.

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 Q425: *Service Action: 9 Speed Automatic Transmission Calibration*, 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 'Q425' 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
Q425	**B**	Configure transmission control module	44.90.07	0.20	-	-
Q425	**C**	Configure transmission control module Drive in/drive out	44.90.07 02.02.02	0.20 0.20	- -	- -

Normal Warranty policies and procedures apply

SERVICE ACTION Q425: SAMPLE OWNER LETTER – CANADA

November 2014

RE: Service Action Q425 – 9 Speed Automatic Transmission Calibration

Vehicle Affected: Range Rover Evoque
Model Year: 2014–2015

Dear Range Rover Evoque Owner,

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q425) for owners of 2014-2015 model year Range Rover Evoque vehicles.

What is the reason for this program?

A software enhancement for the Transmission Control Module has been developed. This software update will provide a modified gearshift strategy, in addition to improvements in gearshift quality to enhance the feel of your vehicle.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the software of the Transmission Control Module in your vehicle to the very latest level available. 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 Q425. 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.

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 30 minutes, 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 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact Land Rover by e-mail: Visit the web site http://www.landrover.ca and send an email from the 'Contact Us' section.

sample

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

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Centre
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

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

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SERVICE ACTION Q425: SAMPLE OWNER LETTER – USA

November 2014

RE: Service Action Q425 – 9 Speed Automatic Transmission Calibration

Vehicle Affected: Range Rover Evoque
Model Year: 2014–2015

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What should you do if you have further questions?

You may 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

sample

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

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