



# Owner Notified Service Action Q384: Trailer Harness Central Junction Box Connector Pin Locations

## SERVICE BULLETIN

13-JUN-14 | No.: SGI14-26 | Section: GENERAL INFORMATION | Market: USA

*THIS SERVICE ACTION SUPERSEDES UPDATE PRIOR TO SALE UPS3114 WITH IMMEDIATE EFFECT.*

### DESCRIPTION

An issue has been identified on a limited number of 2014 model year Land Rover LR4 (L319) vehicles within the listed VIN range where the Central Junction Box (CJB) connector has incorrect pin assignments. The CJB connector has pin location '1' wired in error where pin location '44' should be wired. If a trailer wiring harness is installed, the trailer's side and outer marker lamps do not illuminate.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VINs of affected vehicles are:

- LR4 (L319) .....EA699718-EA713882

### 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 Q384NAS: *Service Action: Trailer Harness Central Junction Box Connector Pin Locations*, for detailed repair instructions.

### PARTS

△ **NOTE:** \*an allowance of \$2.89 has been provided for one (1) locally sourced crimp connector splice (part number 418-108; sourced from the Terminal Repair Kit; part number 418-108 = 1 [one] pack of 50 splices) and must be claimed using Sundry Code 'ZZZ001'.

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS**
Cable ties	C43640	2	100
Electrical fly lead	LR066372	1	100
Crimp connector splice 418-108	ZZZ001	\$2.89	100

### TOOLS

Refer to Service Instruction / Repair Procedure for any required tools

## WARRANTY

△ **NOTE:** Check DDW to ensure that a 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 '**Q384**' 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 **30 June 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)	PARTS / SUNDRY CODE	QTY. / VALUE
<b>Q384</b>	<b>B</b>	Remove/install Central Junction Box mounting bracket; repair wiring	86.70.56	0.8	C43640	2
			05.10.40	0.4	LR066372 ZZZ001	1 \$2.89
<b>Q384</b>	<b>C</b>	Remove/install Central Junction Box mounting bracket; repair wiring	86.70.56	0.8	C43640	2
			05.10.40	0.4	LR066372 ZZZ001	1 \$2.89
		Drive in/drive out	02.02.02	0.2	-	-

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*Normal Warranty policies and procedures apply*

# Service Action Q384: Sample Owner Letter

June 2014

**RE: Service Action Q384: Trailer Harness Central Junction Box Connector Pin Locations**

**Vehicle Affected: 2014MY LR4**

**Dear Land Rover LR4 Owner,**

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code Q384) for owners of 2014 model year LR4 vehicles. Your vehicle is included in this program.

## **What is the concern?**

A concern has been identified with the wiring connector for the trailer wiring circuit harness. This concern will only become apparent when a trailer and its associated lighting circuit are connected to the vehicle. The side and outer marker lamps of the trailer will not illuminate.

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

An authorized Land Rover retailer will update your vehicle's trailer wiring circuit harness. 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 Q384.

## **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 two (2) hours, 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 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

Sample