



SERVICE BULLETIN

Update Prior to Sale UPS0514: Cross Contamination of Engine Oil – Update

10-MAR-14 | No.: SGI14-07 (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 Land Rover LR4, Range Rover Sport and Range Rover vehicles within the listed VIN ranges where the correct specification engine oil (5W-20) has been wrongly mixed with cold-climate engine oil (0W-30). This incorrect mixing may result in emulsification of the engine oil, potentially leading to performance issues with the engine lubrication systems.

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is:

- LR4 (L319) EA705047-EA705560
- Range Rover Sport (L494) EA000002-EA338127
- Range Rover (L405) EA124982-EA151681

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 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. Vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process, but it must be performed prior to vehicle handover to the customer.

Refer to Technical Bulletin UPS0514: *Update Prior to Sale: Cross Contamination of Engine Oil*, for detailed repair instructions.

PARTS

| DESCRIPTION | PART No. / SUNDRY CODE | QTY. / VALUE | EXPECTED % OF VEHICLES REQUIRING PARTS** |
|---|------------------------|--------------|--|
| Engine oil filter element | LR011279 | 3 | 100 |
| Engine oil (SAE 5W-20 meeting specification WSS-M2C925-A) | ZZZ001 | \$177.00* | 100 |

NOTE: *an allowance of \$177.00 has been provided for the locally sourced engine oil and must be claimed using Sundry Code 'ZZZ001'.

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

TOOLS

Refer to Workshop Manual / 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. Always 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.

△ NOTE: an allowance of \$177.00 has been provided for the locally sourced engine oil and must be claimed using Sundry Code 'ZZZ001'.

Warranty claims must be submitted quoting Program Code 'Q366' 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 can 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 **23 July 2014** 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 |
|--------------|-------------|---|-------------------------|--------------|-------------------------|--------------------|
| Q366 | B | NOTE: LR4 Renew engine oil and filter; start engine and idle for 1 minute Renew engine oil and filter; start engine and idle for 10 minutes Renew engine oil and filter; road test vehicle | 12.60.89.42 | 2.3 | LR011279 ZZZ001 | 3 \$177.00 |
| Q366 | C | NOTE: LR4 Renew engine oil and filter; start engine and idle for 1 minute Renew engine oil and filter; start engine and idle for 10 minutes Renew engine oil and filter; road test vehicle Drive in/drive out | 12.60.89.42 02.02.02 | 2.3 0.2 | LR011279 ZZZ001 - | 3 \$177.00 - |
| Q366 | B | NOTE: Range Rover Sport, Range Rover Renew engine oil and filter; start engine and idle for 1 minute Renew engine oil and filter; start engine and idle for 10 minutes Renew engine oil and filter; Road test vehicle | 12.60.89.42 | 2.4 | LR011279 ZZZ001 | 3 \$177.00 |
| Q366 | C | NOTE: Range Rover Sport, Range Rover Renew engine oil and filter; start engine and idle for 1 minute Renew engine oil and filter; start engine and idle for 10 minutes Renew engine oil and filter; road test vehicle Drive in/drive out | 12.60.89.42 02.02.02 | 2.4 0.2 | LR011279 ZZZ001 - | 3 \$177.00 - |

Normal Warranty policies and procedures apply