



# Service Action Q355: Transmission Control Switch Fails to Rise

## SERVICE BULLETIN

09-JAN-14

No.: SGI14-01

Section: GENERAL INFORMATION

Market: CAN / USA

THIS SERVICE ACTION SUPERSEDES UPDATE PRIOR TO SALE NOTICE UPS6613 WITH IMMEDIATE EFFECT.

### DESCRIPTION

On a limited number of 2013-2014 model year Land Rover Range Rover Evoque and 2014MY Land Rover Range Rover vehicles within the listed VIN range, the Transmission Control Switch (TCS) may fail to rise when the engine Start/Stop button is pressed (ignition switched 'ON'). Repeated cycling of the engine Start/Stop button may temporarily overcome this issue.

### AFFECTED VEHICLES

The VIN ranges of affected vehicles are:

- Range Rover Evoque (L538) DH832440-EH862453
- Range Rover (L405) EA135524-EA147491

### 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical BulletinQ355NAS: *Service Action: Transmission Control Switch Fails to Rise*, for detailed repair instructions.


### PARTS

No parts necessary

### TOOLS

Refer to Workshop Manual / Service Instruction 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 DDW 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 '**Q355**' 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 **31 December 2015** 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.	QTY.
Q355	B	Update Transmission Control Switch software	44.90.12	0.20	-	-
Q355	C	Update Transmission Control Switch software	44.90.12	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply