



# SERVICE BULLETIN

## Service Action Q335: Valet Mode Malfunction

13-JAN-14

No.: SGI14-02

Section: GENERAL INFORMATION

Market: CAN / USA

### DESCRIPTION

An issue has been identified on a limited number of 2014 model year Range Rover Sport and Range Rover vehicles within the listed VIN ranges where after the vehicle is placed in Valet mode via a four-digit PIN but cannot be removed from Valet mode, even after entering the correct four-digit PIN.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is:

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

Refer to Technical Bulletin Q335NAS: *Service Action: Valet Mode Malfunction*, for detailed repair instructions.

### PARTS

No parts necessary

### 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 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 '**Q335**' 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 January 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.	QTY.
<b>Q335</b>	<b>B</b>	Update Touch Screen software	86.90.91	0.60	-	-
<b>Q335</b>	<b>C</b>	Update Touch Screen software	86.90.91	0.60	-	-
		Drive in / drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply*