



Service Action Q401: Tire Repair Kit Difficult to Remove

SERVICE BULLETIN

25-JUL-14 | No.: SGI14-28 | Section: GENERAL INFORMATION | Market: CAN / USA

DESCRIPTION

An issue has been identified on a limited number of 2014 model year Range Rover Sport (L494) vehicles fitted with the 5+2 seating package where the tire repair kit may be difficult to remove from the tool tray.

AFFECTED VEHICLES

The VIN range of affected vehicles is EA000003-EA375436.

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 Q401NAS: *Service Action: Tire Repair Kit Difficult to Remove*, for detailed repair instructions.

PARTS

No parts required

TOOLS

Refer to Service Instruction / Repair Procedure for any required tools

WARRANTY

NOTE: Check DDW to ensure that the 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 'Q401' 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 July 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*
Q401	B	Remove four polystyrene ribs from tool tray	05.10.20	0.20	-	-
Q401	C	Remove four polystyrene ribs from tool tray Drive in/drive out	05.10.20 02.02.02	0.20 0.20	- -	- -

Normal Warranty policies and procedures apply