

TECHNICAL BULLETIN
Q404NAS2
16 SEP 2014



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

Changes are highlighted in gray

SECTION: 501-00

Service Action: Fixed Side Step 'Rattle' Noise / Trim Loose

AFFECTED VEHICLE RANGE:

Range Rover Sport (LW)

Model Year: 2014
VIN: EA000002-EA361305

Range Rover (LG)

Model Year: 2013-2014 **Cab style:** Short Wheelbase
VIN: DA001204-EA165141

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of 2014 model year Range Rover Sport (L494) and 2013-2014 model year Range Rover (L405; standard wheelbase only) vehicles **fitted with Land Rover Vehicle Accessories Fixed Side Steps** where a 'rattle' noise may be evident due to the bright finish trim becoming loose.

Action: Retailers are required to **HOLD** only affected vehicles, **fitted with Land Rover Vehicle Accessories Fixed Side Steps only**, that are within your control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer. Affected vehicles, **fitted with Land Rover Vehicle Accessories Fixed Side Steps only**, already in the hands of customers should be updated at the next available opportunity.

PARTS:



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
Fixing Parts Kit	VPLGP0230	1	90
Body Side Step - Left	VPLGP0228	1	5
Body Side Step - Right	VPLGP0227	1	5

SPECIAL TOOLS:

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY:



NOTE: Check DDW to ensure that a vehicle, fitted with Land Rover Vehicle Accessories Fixed Side Steps only, 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 'Q404' together with the relevant Option Code from the table. The SRO and

part information listed have been 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 August 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
Q404	A	Inspect rivets; stainless steel rivets already fitted - No further action	05.10.10	0.10	-	-
Q404	K	Inspect rivets; stainless steel rivets already fitted - No further action Drive in/drive out	05.10.10 02.02.02	0.10 0.20	- -	- -
Q404	B	Fixed side steps: remove and install; replace rivets - Both sides	06.20.89.29	0.70	VPLGP0230	1
Q404	C	Fixed side steps: remove and install; replace rivets - Both sides Drive in/drive out	06.20.89.29 02.02.02	0.70 0.20	VPLGP0230	1
Q404	D	Fixed side steps: renew - Both sides	06.20.56	0.20	VPLGP0228 VPLGP0227	1 1
Q404	E	Fixed side steps: renew - Both sides Drive in/drive out	06.20.56 02.02.02	0.20 0.20	VPLGP0228 VPLGP0227	1 1
Q404	F	Fixed side steps - Renew (left-side only)	06.20.55	0.10	VPLGP0228	1
Q404	G	Fixed side steps - Renew (left-side only) Drive in/drive out	06.20.55 02.02.02	0.10 0.20	VPLGP0228	1
Q404	H	Fixed side steps - Renew (right-side only)	06.20.55	0.10	VPLGP0227	1
Q404	J	Fixed side steps - Renew (right-side only) Drive in/drive out	06.20.55 02.02.02	0.10 0.20	VPLGP0227	1
Q404	L	Fixed side steps: remove and install; replace rivets (right-side); renew (left-side)	06.20.89.31	0.40	VPLGP0230 VPLGP0228	1 1
Q404	M	Fixed side steps: remove and install; replace rivets (right-side); renew (left-side) Drive in/drive out	06.20.89.31 02.02.02	0.40 0.20	VPLGP0230 VPLGP0228	1 1
Q404	N	Fixed side steps: remove and install; replace rivets (left-side); renew (right-side)	06.20.89.31	0.40	VPLGP0230 VPLGP0227	1 1
Q404	P	Fixed side steps: remove and install; replace rivets (left-side); renew (right-side) Drive in/drive out	06.20.89.31 02.02.02	0.40 0.20	VPLGP0230 VPLGP0227	1 1

Normal Warranty policies and procedures apply

SERVICE INSTRUCTION:

This Service Instruction applies only to vehicles fitted with Land Rover Vehicle Accessories Fixed Side Steps.

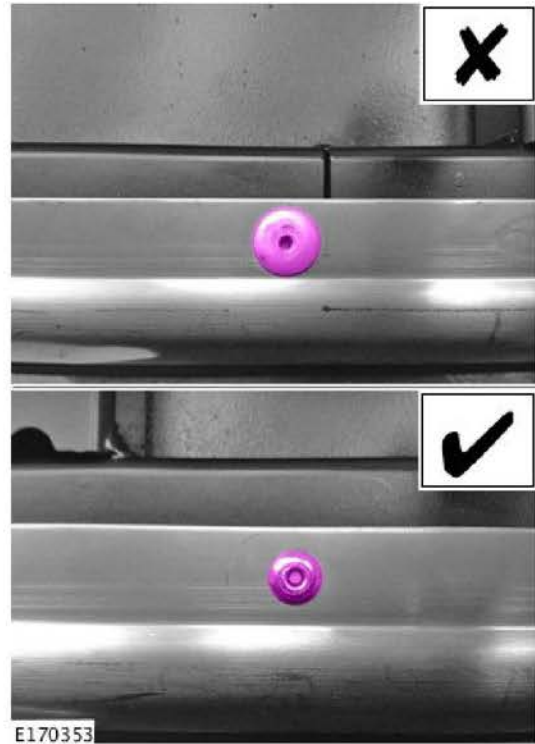
All illustrations: Range Rover (L405) shown; Range Rover Sport (L494) similar.

1.  **NOTE: Make sure that the side steps have not already been reworked. The graphic shows the difference between old style**

anodized rivet ('X') and the new style stainless steel rivet ('tick').

Inspect the left-hand and right-hand side step bright finish trim rivets.

- If the stainless steel rivets are fitted ('tick'), no further action required.
- If the anodized rivets -- NOT stainless steel -- are fitted ('X'), continue to the next step.



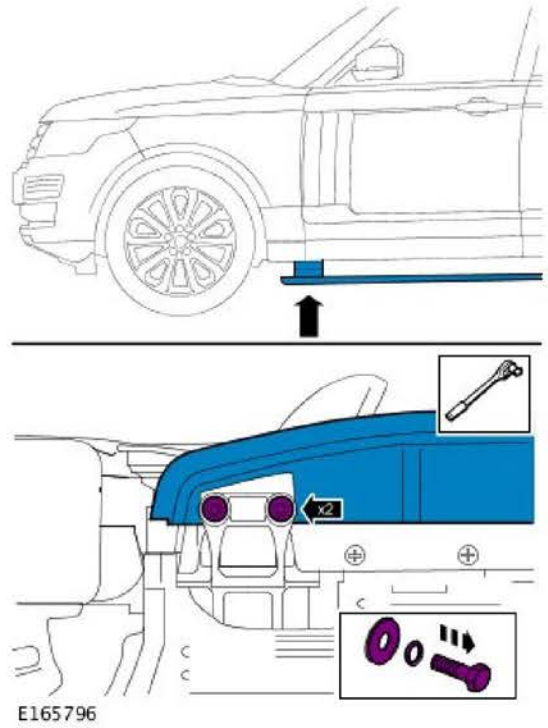
2. Inspect the fixed side steps bright finish trim:

- If the trim is missing from one or both side steps, replace the affected side step(s) with a new side step(s).

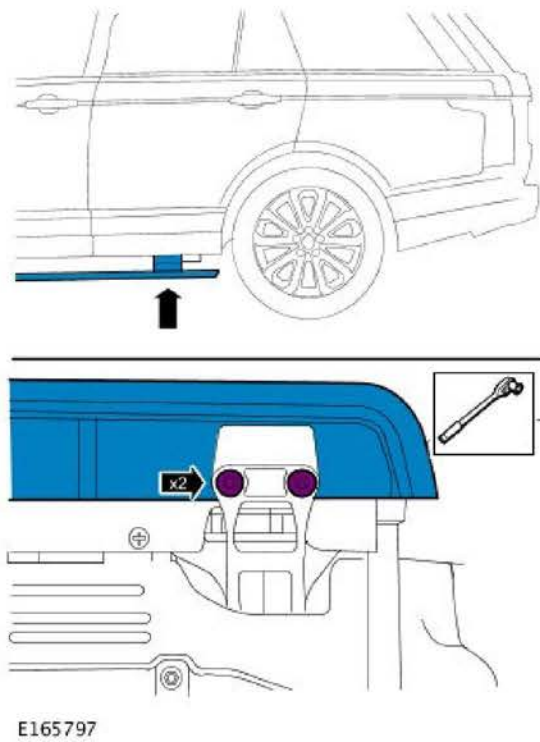
3.  WARNING: Do not work on or under a vehicle supported only by a jack. Always support the vehicle on safety stands.

Raise and support the vehicle on a four-post lift (see TOPIx Workshop Manual, section 100-02).

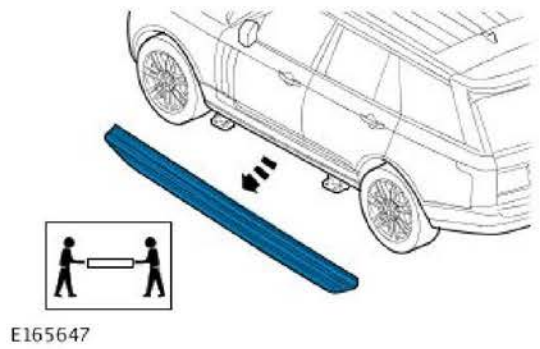
- Remove the left-hand side step retaining bolts.



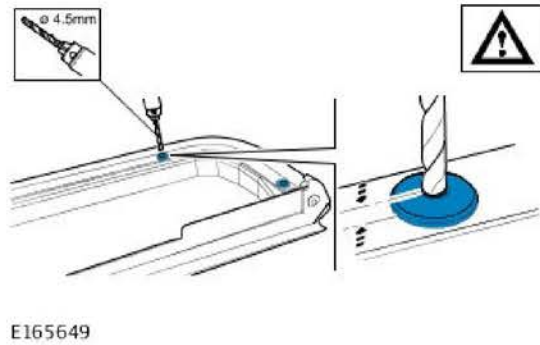
4. Remove the side step rear retaining bolts.



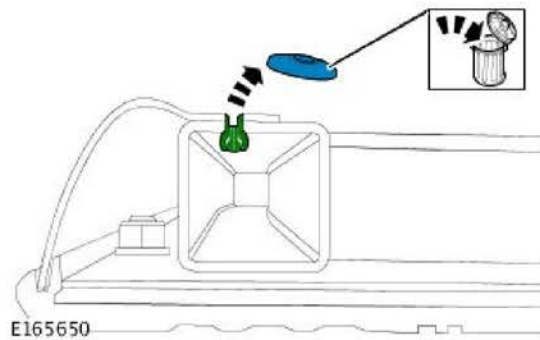
5. With assistance, remove fixed side step.



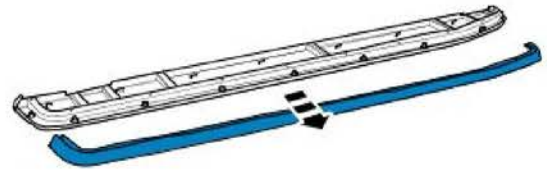
6. Use a suitable drill, remove the 10 rivets.



7. Discard the 10 rivet heads.



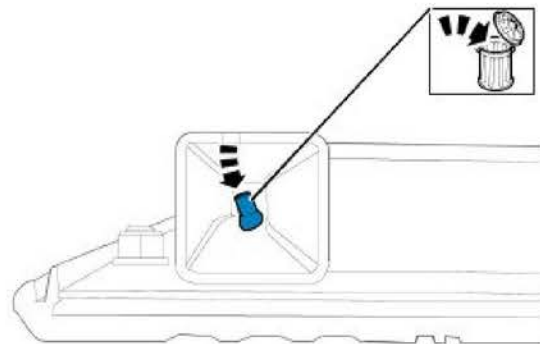
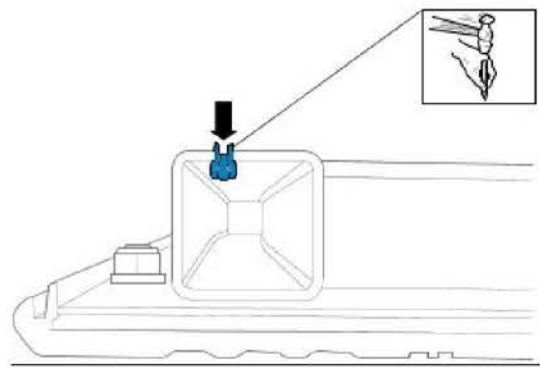
8. Remove the side step trim.




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9.  **NOTE: Make sure all the rivets are removed from the side step; failure to perform this may cause a rattle.**

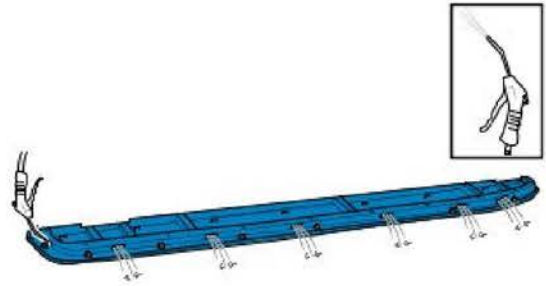
Remove and discard the rest of the 10 rivet inserts.




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10.  **NOTE: Make sure all the rivets are removed from the side step; failure to perform this may cause a rattle.**

Using a suitable tool, remove all the excess material from the rivet removal.



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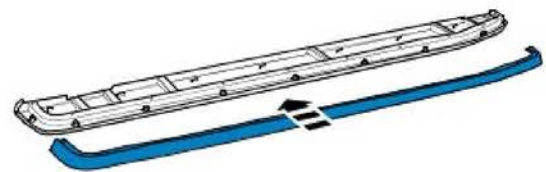
- 11.**  **NOTE: Make sure all the rivets are removed from the side step; failure to perform this may cause a rattle.**

Shake the side step to make sure there is no material inside the step after drilling.



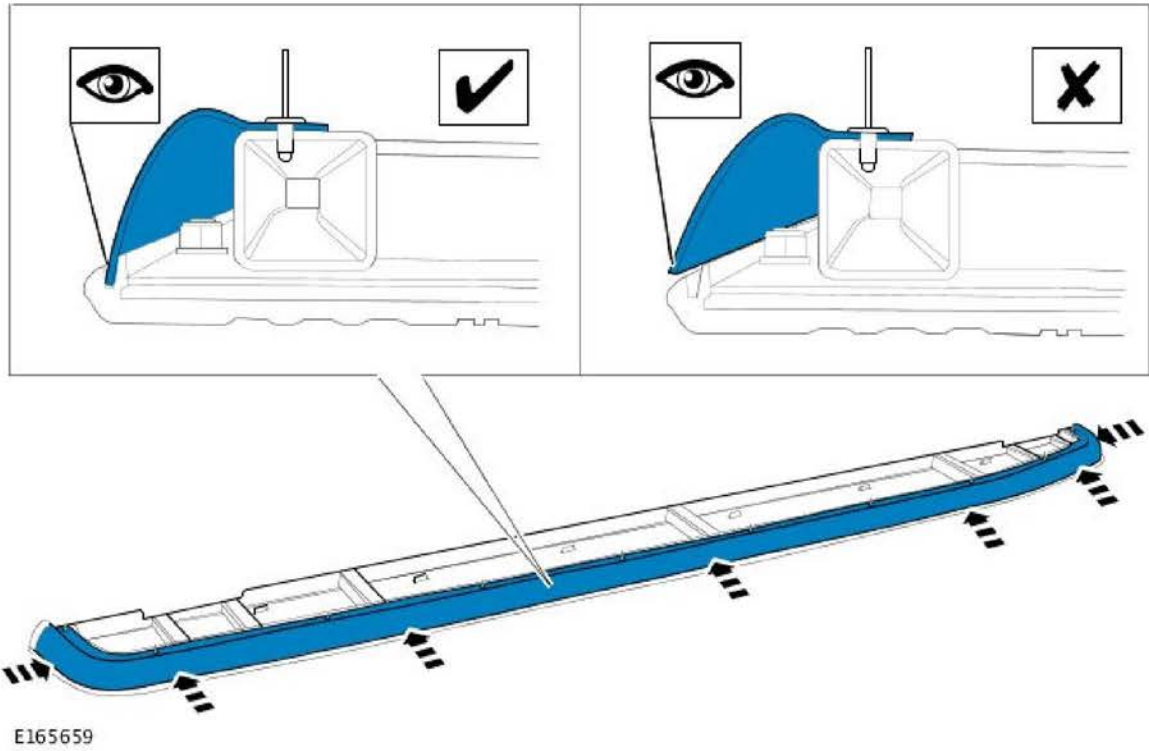
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- 12.** Install the side step trim.

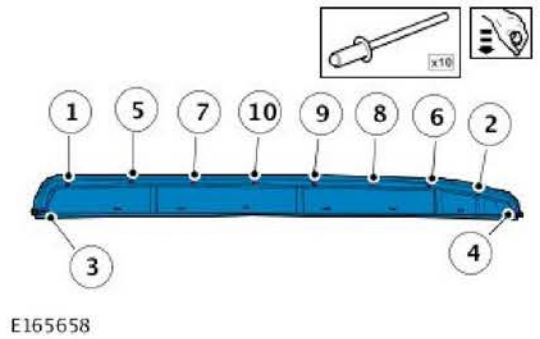


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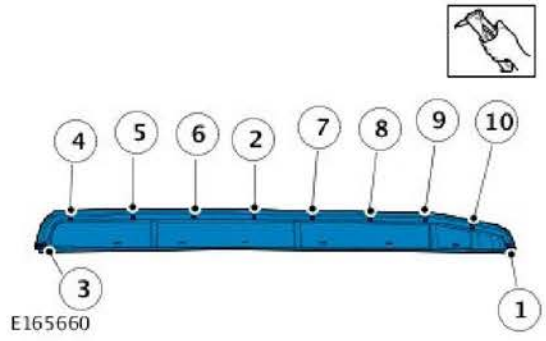
- 13.** Locate the side step trim into the correct position.



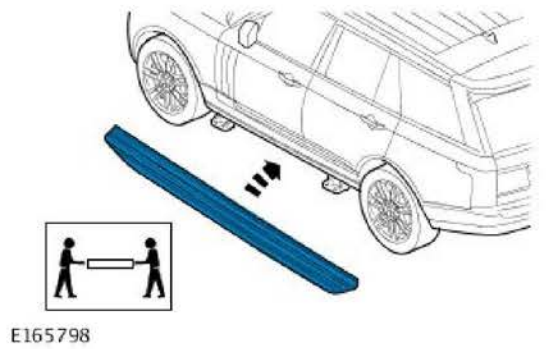
14. Locate the side step rivets in the order shown.



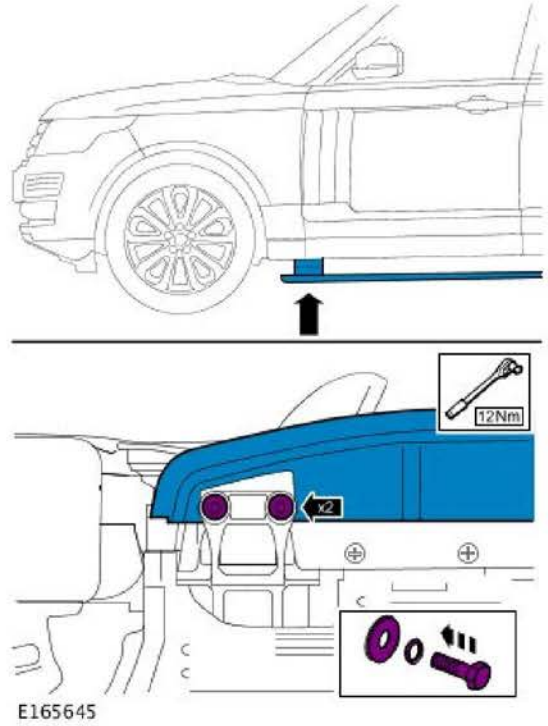
15. Install the new rivets in the order shown.



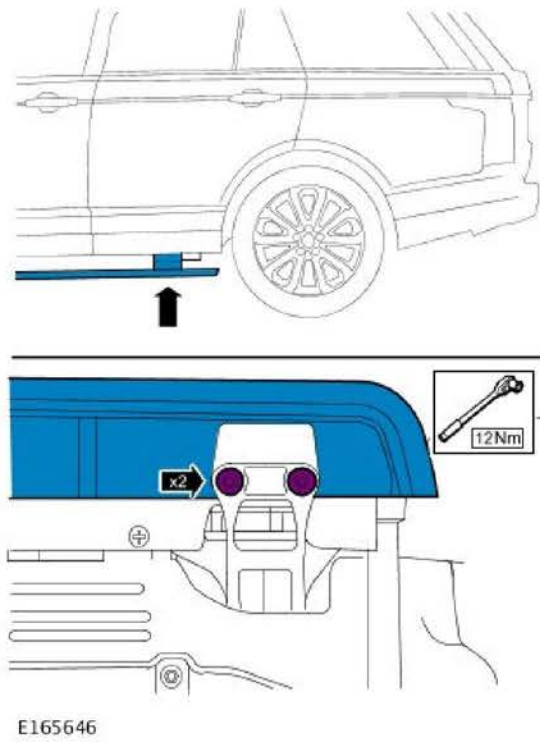
16. With assistance, install the side step.



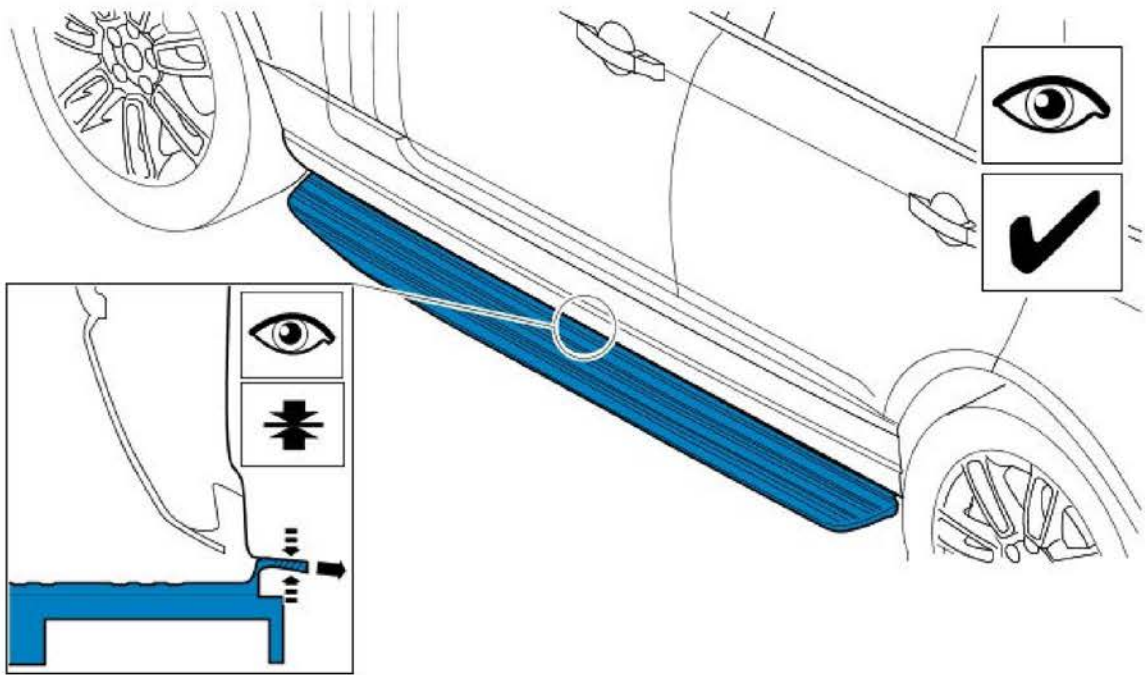
17. Install the side step retaining bolts.



18. Install the side step retaining bolts.



19. Check the side step is installed and aligned correctly.



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20. Repeat steps 3-18 to the right-hand fixed side step.

21. Lower the vehicle.