



# SERVICE BULLETIN

## Service Action Q332: Battery Retention - Update

02-SEP-14	No.: SGI13-31 (issue 2)	Section: GENERAL INFORMATION	Market: USA
-----------	----------------------------	---------------------------------	-------------

CHANGES ARE HIGHLIGHTED IN GRAY

### DESCRIPTION

A limited number of 2014 model year Land Rover Range Rover Sport (L494) and 2013-2014 model year Range Rover (L405) vehicles may experience a vehicle battery retention issue.

### AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is:

- Range Rover Sport (L494) ..... EA000001-EA001229; EA301150-EA304822
- Range Rover (L405) ..... DA000001-DA001235; DA100000-EA131231

Owner notification is expected to commence January 2014.

### 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 Q332NAS: *Service Action: Battery Retention*, for detailed repair instructions.

### PARTS

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
MT5-49/H8	Interstate Battery	1	100
LR056022	Snubber	8	100
LR055670	Battery pad	1	100
LR055390	Cable clip	1	100

\* when ordering parts, order the expected percentage demand of parts identified only

### 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 'Q332' 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. / SUNDRY CODE	QTY. / VALUE
Q332	B	Remove and replace battery; tighten battery ground connection; and run battery replacement	86.15.01.02	0.40	ZZZ999	\$211.64
		Fit snubbers, battery pad, and clip	05.10.50	0.50	LR056022 LR055670 LR055390	8 1 1
Q332	C	Remove and replace battery; tighten battery ground connection; and run battery replacement	86.15.01.02	0.40	ZZZ999	\$211.64
		Fit snubbers, battery pad, and clip	05.10.50	0.50	LR056022 LR055670 LR055390	8 1 1
		Drive in / drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply*

# Service Action Q332: Sample Owner Letter - USA

December 2013

## Service Action Q332: Battery Retention

Dear Land Rover Range Rover Sport Owner,

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q32) for owners of 2014 model year Range Rover Sport vehicles.

### What is the concern and what will Land Rover and your Land Rover retailer do?

Land Rover is writing to request that you bring your vehicle in for the installation of a new vehicle battery. This work will be carried out at no charge to you.

### What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q332. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

### How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one (1) hour, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Please forward this notification to the lessee within ten (10) days.

### Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

### What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Experience Manager

**December 2013**

**Service Action Q332: Battery Retention**

**Dear Land Rover Range Rover Owner,**

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q332) for owners of 2013-2014 model year Range Rover vehicles.

**What is the concern and what will Land Rover and your Land Rover retailer do?**

Land Rover is writing to request that you bring your vehicle in for the installation of a new vehicle battery. Along with the replacement of the battery, your vehicle may also be eligible for various software updates and/or new components designed to enhance your vehicle experience. This work will be carried out at no charge to you.

**What should you do?**

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q332. At that time, your Land Rover Service Guide should be able to inform you of any additional updates your vehicle may be eligible for. Also during this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one (1) hour, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Please forward this notification to the lessee within ten (10) days.

**Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Experience Manager