



Owner Notified Service Action Q410: Passive / Keyless Entry Feature Not Enabled

SERVICE BULLETIN

09-SEP-14

No.: SGI14-34

Section: GENERAL INFORMATION

Market: CAN / USA

DESCRIPTION

An issue has been identified on a limited number of 2013-2014 model year Range Rover Evoque (L538) which may not have the Passive / Keyless Entry feature enabled.

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN range of affected vehicles is DH754357-EH954154.

See the attached list for specific affected VINs.

Owner Notification is expected to commence on or before the week of 6 October 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** only 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 Q410NAS: *Service Action: Passive / Keyless Entry Not Enabled*, for detailed repair instructions.

PARTS

No parts required

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

△ NOTE: Check DDW to ensure that a 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 TOPlx 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 '**Q410**' 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 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)	PART No. / SUNDRY CODE	QTY. / VALUE
Q410	B	Update Keyless Vehicle Module software	86.90.84	0.20	-	-
Q410	C	Update Keyless Vehicle Module software	86.90.84	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply

Service Action Q410: Sample Owner Letter - Canada

October 2014

Service Action Q410: Passive / Keyless Entry Feature Not Enabled

Vehicle Affected: Range Rover Evoque
Model Year: 2013-2014

Dear Range Rover Evoque Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code Q410) for owners of certain 2013-2014 model year Range Rover Evoque vehicles.

What is the issue?

The Passive Entry feature on your vehicle is not enabled. Passive Entry, also known as Keyless Entry / Keyless Locking, is the feature that automatically unlocks and locks the car when the key is in close proximity to the vehicle, allowing the user to not have to use the unlock or lock button on the Smart key to unlock or lock the vehicle.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update your vehicle's Keyless Vehicle Module.

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 Q410. 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 less than 30 minutes, 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 Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact Land Rover by e-mail: Visit the web site <http://www.landrover.ca> and send an email from the 'Contact Us' section.

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

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Centre
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We apologize for this issue and 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

Service Action Q410: Sample Owner Letter - USA

October 2014

Service Action Q410: Passive / Keyless Entry Feature Not Enabled

Vehicle Affected: Range Rover Evoque
Model Year: 2013-2014

Dear Range Rover Evoque Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code Q410) for owners of certain 2013-2014 model year Range Rover Evoque vehicles.

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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 Centre 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 Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We apologize for this issue and 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

Service Action Q410: Affected VIN List

CANADA

VIN	Retailer Number / Name	Sold / Retailer Stock? [as of 4 September]
DH786744	0542 Land Rover Laval	Sold
EH954154	0519 Land Rover Richmond	Sold

USA

DH754357	0225 Land Rover Winnetka	Sold
DH758288	0302 Land Rover Fox Valley	Sold
DH811464	0233 Land Rover Greensboro	Sold
DH838541	0230 Land Rover Grand Rapids	Sold
EH890758	0306 Land Rover Livermore	Sold
EH899492	0227 Land Rover Alexandria	Sold
EH950117	0249 Land Rover New Orleans	Sold