



Owner Notified Service Action Q411: Overhead Console Switch Function

SERVICE BULLETIN

25-SEP-14 | No.: SGI14-38 | Section: GENERAL INFORMATION | Market: CAN / USA

DESCRIPTION

A potential issue has been identified on a limited number of 2014 model year Range Rover Sport (L494) and Range Rover (L405) vehicles, fitted with a panoramic roof, where the roof opening panel / blind may not open or close when using the overhead console button(s).

AFFECTED VEHICLES / OWNER NOTIFICATION

The VIN ranges of affected vehicles are:

- Range Rover Sport (L494)EA339983-EA356037
- Range Rover (L405).....EA152794-EA161973

Owner notification is expected to commence on or before the week of 20 October.

WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that a 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 Q411NAS: *Overhead Console Switch Function*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS*
Silicon mat kit	LR068152	1	100

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 '**Q411**' 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 **30 September 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
Q411	B	Silicon mat kit - Renew	76.25.89.38	0.40	LR068152	1
Q411	C	Silicon mat kit - Renew Drive in/drive out	76.25.89.38 02.02.02	0.40 0.20	LR068152 -	1 -

Normal Warranty policies and procedures apply

Service Action Q411: Sample Owner Letter – Canada

October 2014

RE: Service Action Q411: Overhead Console Switch Function

**Vehicle Affected: Range Rover Sport, Range Rover
Model Year: 2014**

Dear Land Rover Owner,

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q411) for owners of 2014 model year Range Rover Sport and Range Rover vehicles.

What is the concern?

The sunroof and/or sunroof blind may fail to consistently open or to close, in either manual or automatic mode, when the overhead console button(s) are operated.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will replace the overhead console silicon mat with an updated component. There will be no charge for this repair.

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 Q411. 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 one 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 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 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 Q411: Sample Owner Letter - USA

October 2014

RE: Service Action Q411: Overhead Console Switch Function

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Model Year: 2014**

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What is the concern?

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What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will replace the overhead console silicon mat with an updated component. There will be no charge for this repair.

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 Q411. 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.

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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 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