



ABOVE & BEYOND

# SERVICE ACTION Q489: SECOND ROW SEAT SQUEAKS AND RATTLES

# SERVICE BULLETIN

10-AUG-15	NO.: SGI15-21	SECTION: GENERAL INFORMATION	MARKET: CAN / USA
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### DESCRIPTION

An issue has been identified on a limited number of 2015-2016 model year Discovery Sport (L550) vehicles where the forward 4 X M10 fixings (inboard and outboard) and the rearward (inboard only) fixings of the second row seats may have residual torque below the minimum specified limit.

### AFFECTED VEHICLES

The VIN range of affected vehicles is FH501001-GH518532.

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q489) prior to undertaking any rework action. Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the rework action.

Refer to Technical Bulletin Q489NAS, *Service Action: Second Row Seat Squeaks and Rattles*, for detailed repair instructions.

### PARTS

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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Non-water-based Polytetrafluoroethylene (PTFE) spray lubricant (locally sourced)	ZZZ001	\$1.61*	100

\* - 1 can of lubricant spray is sufficient to perform repairs to 10-15 vehicles; an allowance has been provided to cover the cost of the locally sourced lubricant spray.

### TOOLS

Refer to the Technical Bulletin noted above for any required tools.

### WARRANTY

**NOTE: check DDW to ensure that a 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 Recalls and 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 '**Q489**' 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.

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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 July 2017** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PART No. / SUNDRY CODE</b>	<b>QTY. / VALUE</b>
<b>Q489</b>	<b>B</b>	Re-torque seat and inboard fixings, apply lubricant spray to location pin on each seat	05.10.02	0.20	ZZZ001	\$1.61*
<b>Q489</b>	<b>C</b>	Re-torque seat and inboard fixings, apply lubricant spray to location pin on each seat Drive in/drive out	05.10.02 02.02.02	0.20 0.20	ZZZ001 -	\$1.61* -

*Normal Warranty policies and procedures apply*