



ABOVE & BEYOND

# SERVICE ACTION Q551: ASH CAN NOT SUPPLIED

## SERVICE BULLETIN

16-NOV-15

NO.: SGI15-39

SECTION: GENERAL INFORMATION

MARKET: CAN / USA

### DESCRIPTION

A potential issue has been identified on a limited number of 2016 model year Range Rover (L405) vehicles which were specified with a Smoker's Pack but have not been supplied with an ash can.

### AFFECTED VEHICLES

The VIN range of affected vehicles is GA244600-GA256354.

Go to InfoTrail for a [list of affected unsold vehicles](#) (as of 13 November).

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q551) 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 Q551NAS, *Service Action: Ash Can Not Supplied*, 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
Ash can	LR067410	1	100

### 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 Recall and Service Action programs 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 '**Q551**' 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 **30 November 2017** expiry 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
Q551	B	Place the ash can into the cup holder recess	05.10.10	0.10	LR067410	1
Q551	C	Place the ash can into the cup holder recess	05.10.10	0.10	LR067410	1
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*