



ABOVE & BEYOND

SERVICE ACTION Q619: HEATED OXYGEN SENSOR (HO₂S)

SERVICE BULLETIN

17-NOV-16

NO.: SGI16-51

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range which may experience Heated Oxygen Sensor (HO₂S) - rear early-life failures due to cracks in the sensing element of the sensor assembly. This results in loss of electrical signal from the sensor.

AFFECTED VEHICLES

Discovery Sport (L550)

Model Year: 2016

VIN: 548691-590833

LR4 (L319)

Model Year: 2016

VIN: 082032-099982; 100022-120635

Range Rover Evoque (L538)

Model Year: 2016

VIN: 777507-807386

Visit the InfoTrail website for a list of affected unsold vehicles (as of 2016).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin Q619NAS, *Service Action: Heated Oxygen Sensor (HO₂S)*, 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
Heated Oxygen Sensor (HO ₂ S) - Rear - Discovery Sport, Range Rover Evoque	LR049884	1	100
Heated Oxygen Sensor (HO ₂ S) - Rear left - LR4	LR052425	1	100

Heated Oxygen Sensor (HO ₂ S) - Rear right - LR4	LR052426	1	100
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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 Program Code '**Q619**', Option Code '**X**', the relevant parts, and using only the labor operations performed on the vehicle. 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 2018** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Renew HO ₂ S - Rear - Discovery Sport, Range Rover Evoque	19.22.16	0.20	LR049884	1
Renew HO ₂ S - Rear left - LR4	17.50.41	0.10	LR052425	1
Renew HO ₂ S - Rear right - LR4	17.50.44	0.10	LR052426	1
Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.