



ABOVE & BEYOND

## SERVICE ACTION Q634: GATEWAY MODULE (GWM) STAY AWAKE – BATTERY DRAIN

## SERVICE BULLETIN

23-NOV-16

NO.: SGI16-53

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 where the Gateway Module (GWM) stays awake and keeps the Controller Area Network (CAN) awake. This constant current drain of 3 amps causes the battery to go flat within a few days.

### AFFECTED VEHICLES

#### Discovery Sport (L550)

Model Year: ..... 2015-2016  
VIN: ..... 501001-605020

#### Range Rover Evoque (L538)

Model Year: ..... 2015-2016  
VIN: ..... 955857-999999; 000001-130750

#### Range Rover Sport (L494)

Model Year: ..... 2015-2016  
VIN: ..... 359577-399999; 500000-572825; 600614-645580

#### Range Rover (L405)

Model Year: ..... 2015-2016  
VIN: ..... 165369-275244

Visit the InfoTrail website for a list of affected unsold vehicles (as of 23 November 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin Q634NAS, *Service Action: Gateway Module (GWM) Stay Awake - Battery Drain*, for detailed repair instructions.

### PARTS

No parts required.

### 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 the Program Code 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 **31 October 2018** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q634	B	Configure the gateway module	86.90.97	0.20	-	-
Q634	C	Configure the gateway module	89.90.97	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*