



ABOVE & BEYOND

SERVICE ACTION Q611: DIESEL EXHAUST FLUID – WARNING MESSAGE

SERVICE BULLETIN

23-NOV-16

No.: SGI16-54

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range may have been manufactured away from process and in some cases a warning message will be displayed on the instrument cluster indicating a concern with the Diesel Exhaust Fluid (DEF) system with Diagnostic Trouble Code (DTC) P2BA9 stored in the Powertrain Control Module (PCM).

If no action is taken within the specified distance, the vehicle may not start and qualified assistance may need to be sought as appropriate.

AFFECTED VEHICLES

Range Rover Sport (L494; TDV6 3.0L Diesel)

Model Year: 2016

VIN: 104163-124015; 660688-666460

Range Rover (L405; TDV6 3.0L Diesel)

Model Year: 2016

VIN: 303116-319814

Visit the InfoTrail website for a list of affected unsold vehicles (as of 22 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.

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 Q611NAS, *Service Action: Diesel Exhaust Fluid - Warning Message*, 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.

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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q611	A	Configure Powertrain Control Module	12.90.13	0.20	-	-
		Read and clear DTCs	12.90.16.01	0.10	-	-
Q611	K	Configure Powertrain Control Module	12.90.13	0.20	-	-
		Read and clear DTCs	12.90.16.01	0.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-
Q611	B	Configure Powertrain Control Module	12.90.13	0.20	-	-
		Read and clear DTCs	12.90.16.01	0.10	-	-
		Powertrain - Reset selective catalyst reduction quality monitor	17.90.10	0.10	-	-
Q611	C	Configure Powertrain Control Module	12.90.13	0.20	-	-
		Read and clear DTCs	12.90.16.01	0.10	-	-
		Powertrain - Reset selective catalyst reduction quality monitor	17.90.10	0.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.