



ABOVE & BEYOND

OWNER-NOTIFIED SERVICE ACTION Q584: REMOTE FUNCTION ACTUATOR NOT COMMUNICATING

SERVICE BULLETIN

07-APR-16 | No.: SGI16-20 | SEC.: GENERAL INFORMATION | MKT.: CAN / USA

DESCRIPTION

A potential issue has been identified on a limited number of vehicles listed within the Affected Vehicle Range where the Passive Entry/Passive Unlock and Keyless Start features may be inoperative and the engine will not start normally. When this occurs, the Emergency Key Blade is needed to unlock the driver's door to enter the vehicle and the Smart key must then be held next to the Immobilizer Antenna Unit (IAU) and the engine START/STOP switch must be pressed to start the engine.

AFFECTED VEHICLE RANGE

The VIN ranges of affected vehicles are:

Range Rover Evoque (L538)

Model Year 2016
VIN: GH077912-GH120509

Range Rover Sport (L494)

Model Year 2016
VIN: GA542167-GA570313; GA630155-GA643876

Range Rover (L405)

Model Year 2016
VIN: GA243379-GA272740

Go to InfoTrail for a [list of affected unsold vehicles](#) (as of 7 April 2016).

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before the week of 25 April 2016.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**Q584**) 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 Q584NAS, *Service Action: Remote Function Actuator Not Communicating*, 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 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 '**Q584**' 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 March 2018** closure date must be submitted for payment within 30 calendar days of completion of the repair.

NOTE: the Remote Function Actuator (RFA) may also be referred to as Keyless Vehicle Module (KVM).

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY CODE	QTY. / VALUE
Q584	B	Configure the Remote Function Actuator (RFA)	86.90.84	0.20	-	-
Q584	C	Configure the Remote Function Actuator (RFA)	86.90.84	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

Contact information

Lourdes Clemente
Field Actions Administrator
201.818.8015
lclemen4@jaguarlandrover.com

SERVICE ACTION Q584: SAMPLE OWNER LETTER – CANADA

April 2016

RE: Service Action: Remote Function Actuator Not Communicating

**Vehicles Affected: Range Rover Evoque, Range Rover Sport, Range Rover
Model Year: 2016**

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction program (program code Q584) for owners of 2016 model year Range Rover Evoque, Range Rover Sport, and Range Rover models.

Your vehicle is included in this program.

What is the concern?

A Remote Function Actuator software issue may result in the Passive Entry/Passive Unlock or Keyless Start feature becoming inoperative.

If either of these concerns is present, the Emergency Key Blade would be needed to unlock the driver's door or the Smart key must be held next to the Immobilizer Antenna Unit (IAU) and the engine START/STOP switch must be pressed to start the engine.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the Remote Function Actuator software to the latest level.

What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q584.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Attention Leasing Agencies: please forward this notification to the lessee within ten (10) days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact Land Rover by e-mail. Visit the web site <http://www.landrover.ca> and send an email from the 'Contact Us' section.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Centre

75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Relationship Manager

Sample

SERVICE ACTION Q584: SAMPLE OWNER LETTER – USA

April 2016

RE: Service Action: Remote Function Actuator Not Communicating

Vehicles Affected: Range Rover Evoque, Range Rover Sport, Range Rover Model Year: 2016

Dear Land Rover Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction program (program code Q584) for owners of 2016 model year Range Rover Evoque, Range Rover Sport, and Range Rover models.

Your vehicle is included in this program.

What is the concern?

A Remote Function Actuator software issue may result in the Passive Entry/Passive Unlock or Keyless Start feature becoming inoperative.

If either of these concerns is present, the Emergency Key Blade would be needed to unlock the driver's door or the Smart key must be held next to the Immobilizer Antenna Unit (IAU) and the engine START/STOP switch must be pressed to start the engine.

What will Land Rover and your Land Rover retailer do?

An authorized Land Rover retailer will update the Remote Function Actuator software to the latest level.

What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q584.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Attention Leasing Agencies: please forward this notification to the lessee within ten (10) days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email. Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Experience Manager

Sample