

TECHNICAL BULLETIN  
Q565 UPS0116-1bNAS1  
18 FEB 2016



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

**SECTION: 303-14B / -14D**

**Update Prior to Sale: Post Catalyst Heated Oxygen Sensor Failure**

**AFFECTED VEHICLE RANGE:**

**Range Rover Sport (LW)**

**Model Year:** 2016  
**VIN:** 542764-569141  
**Assembly Plant:** Solihull

**Engine:** V6 S/C 3.0L Petrol  
V8 S/C 5.0L Petrol

**Range Rover Sport (LW)**

**Model Year:** 2016  
**VIN:** 630635-643183  
**Assembly Plant:** Solihull

**Engine:** V6 S/C 3.0L Petrol  
V8 S/C 5.0L Petrol

**Range Rover (LG)**

**Model Year:** 2016  
**VIN:** 243639-271470  
**Assembly Plant:** Solihull

**Engine:** V6 S/C 3.0L Petrol  
V8 S/C 5.0L Petrol

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** An issue has been identified on a limited number of vehicles within the Affected Vehicle Range where early life failures have been detected on the post catalyst heated oxygen sensors due to cracks in the sensing element of the post catalyst heated oxygen sensor (HO2S) assembly. This results in a loss of electrical signal from the post catalyst heated oxygen sensor to the exhaust system.

This notice does not apply to vehicles already registered and in use, either with the retailer or the customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Technical Bulletin or Field Action.

**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 Service Instruction detailed in this Technical Bulletin. 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.

**PARTS:**



**NOTE: order only the expected percentage demand of parts identified.**

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
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DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
Post catalyst heated oxygen sensor - left and right	LR035748	2	100

**SPECIAL TOOLS:**

Refer to Workshop Manual/Service Instruction 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 Program Code **Q565** 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 can only be claimed if the vehicle is brought back 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 **11 August 2016** closure date must be submitted or 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)	PARTS/SUNDRY CODE	QTY./VALUE
Q565	B	Sensor - heated oxygen (HO2S) - post catalyst - left - renew	17.50.41	0.10	LR035748	2
		Sensor - heated oxygen (HO2S) - post catalyst - right - renew	17.50.44	0.10		
Q565	C	Sensor - heated oxygen (HO2S) - post catalyst - left - renew	17.50.41	0.10	LR035748	2
		Sensor - heated oxygen (HO2S) - post catalyst - right - renew	17.50.44	0.10		
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

**SERVICE INSTRUCTION:**

1. Install a new right-hand post catalyst heated oxygen sensor (HO2S [see TOPIx Workshop Manual, section 303-14B / 303-14D: Electronic Engine Controls]).
2. Install a new left-hand post catalyst heated oxygen sensor (HO2S [see TOPIx Workshop Manual, section 303-14B / 303-14D: Electronic Engine Controls]).