



ABOVE & BEYOND

# SERVICE ACTION Q495: NEW INCONTROL® TOUCH™ – CLOSED

## SERVICE BULLETIN

22-FEB-16 | NO.: SGI15-30 (issue 2) | SEC.: GENERAL INFORMATION | MKT.: CAN / USA

**THIS PROGRAM IS CLOSED WITH IMMEDIATE EFFECT**

### DESCRIPTION

A limited number of 2015-2016 model year Discovery Sport (L550) vehicles may experience one or more of the following issues:

- Touch Screen is blank;
- Poor Navigation system functionality;
- Unable to tune HD™ Radio substations;
- Audio system defaults to 'ON' upon engine start-up, even if 'OFF' on engine shutdown; and/or
- SDARS does not retain station presets.

### AFFECTED VEHICLE RANGE

**Discovery Sport (L550)**  
**Model Year** ..... 2015-2016  
**VIN:** ..... 50100-549571

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q495) 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 Q495NAS, *Service Action: New InControl Touch*, 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 Program Code 'Q495' 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 **15 February 2015** 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
Q495	B	Configure audio head unit - Low line	86.90.37	0.70	-	-
Q495	C	Configure audio head unit - Low line	86.90.37	0.70	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*