



ABOVE & BEYOND

UPDATE PRIOR TO SALE UPS0116: POST CATALYST HEATED OXYGEN SENSOR FAILURE SERVICE BULLETIN

18-FEB-16 | NO.: SGI16-13 | SEC.: GENERAL INFORMATION | MKT.: USA

DESCRIPTION

A potential issue has been identified on a limited number of vehicles listed in 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.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494; 3.0L SC V6, 5.0L SC V8)

Model Year 2016
VIN: 542764-569141; 630635-643183

Range Rover (L405; 3.0L SC V6, 5.0L SC V8)

Model Year 2016
VIN: 243639-271470

Go to InfoTrail for a [list of affected unsold vehicles](#) (as of 18 February 2016).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q565) 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 UPS0116-1bNAS, *Update Prior to Sale: Post Catalyst Heated Oxygen Sensor Failure*, for detailed repair instructions.

PARTS

NOTE: when ordering parts, only order the expected percentage demand of parts identified

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

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 '**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 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 **11 August 2016** 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
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.