



ABOVE & BEYOND

## UPDATE PRIOR TO SALE UPS10016-2B: NEGATIVE BATTERY CABLE CONNECTION

## SERVICE BULLETIN

03-FEB-17

NO.: SGI17-07

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where the negative battery cable connection is under torqued.

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

### AFFECTED VEHICLES

Range Rover Sport (L494)

Model Year: ..... 2017

VIN: ..... 666892-670469

Visit the InfoTrail website for a list of affected unsold vehicles (as of 03 February 2017).

### 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.

Refer to Technical Bulletin UPS10016-2bNAS1, *Update Prior to Sale: Negative Battery Cable Connection*, 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. 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 **23 June 2017** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

**NOTE: 'Vehicles without 7 seats' may also be referred to as 'Vehicles Without Occasional Rear Seats'.**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q663	B	Battery Negative Terminal Nut - Repair - Vehicles Without Occasional Rear Seats	86.15.25	0.2	-	-
Q663	C	Battery Negative Terminal Nut - Repair - Vehicles Without Occasional Rear Seats	86.15.25	0.2	-	-
		Drive in/drive out	02.02.02	0.2	-	-
Q663	F	Battery Negative Terminal Nut - Repair - Vehicles Without Occasional Rear Seats	86.15.25	0.2	-	-
		Engage/disengage transit mode	86.90.89.30	0.3	-	-
Q663	G	Battery Negative Terminal Nut - Repair - Vehicles Without Occasional Rear Seats	86.15.25	0.2	-	-
		Engage/disengage transit mode	86.90.89.30	0.3	-	-
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*

## CUSTOMER COMMUNICATION

Should this Update Prior to Sale (UPS) program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

*'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'*

*'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'*

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

## RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.