



ABOVE & BEYOND

SERVICE ACTION Q659: AUDIO CONTROL MODULE SOFTWARE INCORRECT

SERVICE BULLETIN

03-FEB-17

NO.: SGI17-09

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and, in some cases, the audio system does not perform to its design intent. Investigations have identified that the radio will be unable to tune to certain AM/FM stations and the third-party caller on the hands-free system will not be able to hear the driver/passenger clearly. In addition, the Satellite Navigation road colors and favorites will not be displayed correctly, with Volvo retailers appearing instead of Land Rover retailers.

AFFECTED VEHICLES

Range Rover Sport (L494)

Model Year: 2016

VIN: 118416-119071

Range Rover (L405)

Model Year: 2016

VIN: 315970-316773

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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin Q659NAS, *Service Action: Audio Control Module Software Incorrect*, 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. 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 January 2019** 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
Q659	B	Configure Audio Control Module	86.90.37	0.70	-	-
Q659	C	Configure Audio Control Module	86.90.37	0.70	-	-
		Drive in/drive out	02.02.02	0.20	-	-
Q659	D	Configure Audio Control Module	86.90.37	0.70	-	-
		Disengage and reengage Transit Mode	86.90.89.47	0.20	-	-
Q659	E	Configure Audio Control Module	86.90.37	0.70	-	-
		Disengage and reengage Transit Mode	86.90.89.47	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.