



ABOVE & BEYOND

## SERVICE ACTION Q664: INCORRECT BRACKET FITTED

## SERVICE BULLETIN

10-APR-17

NO.: SGI17-18

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

**THIS SERVICE ACTION SUPERSEDES UPDATE PRIOR TO SALE NOTICE UPS10216-2B WITH IMMEDIATE EFFECT.**

### DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where a bracket has been fitted to the engine in error. The bracket can come into contact with an underhood coolant hose which over time could chafe and ultimately wear through, leading to loss of coolant.

### AFFECTED VEHICLES

Range Rover Sport (L494; V6 3.0L S/C Petrol)

Model Year: ..... 2017

VIN: ..... 667482-671021

### 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 Q664NAS, *Service Action: Incorrect Bracket Fitted*, 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 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 **04 July 2017** 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
Q664	B	Check bracket is installed and remove if required	05.10.10	0.10	-	-
Q664	C	Check bracket is installed and remove if required	05.10.10	0.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-
Q664	D	Check bracket is installed and remove if required	05.10.10	0.10	-	-
		Disengage/engage transit	86.90.89.47	0.20	-	-
Q664	E	Check bracket is installed and remove if required	05.10.10	0.10	-	-
		Disengage/engage transit	86.90.89.47	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*

# SERVICE ACTION: SAMPLE OWNER LETTER – CANADA

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April 2017

## **Service Action Q664: Incorrect Bracket Fitted**

**Vehicle Affected: Range Rover Sport**

**Model Year: 2017**

**Dear Range Rover Sport Owner,**

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code Q664) for owners of certain 2017 model year Land Rover Range Rover Sport vehicles fitted with the V6 3.0L S/C engine.

### **What is the reason for this program?**

A bracket may be fitted in the engine compartment of your vehicle in error. The bracket can come into contact with an underhood coolant hose which over time could chafe and ultimately wear through, leading to loss of coolant.

### **What will Land Rover and your Land Rover retailer do?**

An authorized Land Rover retailer will inspect your vehicle for the presence of a bracket in the engine compartment. If present, it will be removed.

There will be no charge for this repair.

### **What should you do?**

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q664.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take less than 15 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within ten (10) days.

### **Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

### **What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [lrcweb2@jaguarlandrover.com](mailto:lrcweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover Canada ULC  
ATTN: Customer Relationship Centre  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky  
Customer Relationship Centre Manager

# SERVICE ACTION Q664: SAMPLE OWNER LETTER – USA

2017

## Service Action Q664: Incorrect Bracket Fitted

### Vehicle Affected: Range Rover Sport

Model Year: 2017

### Dear Range Rover Sport Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code Q664) for owners of certain 2017 model year Land Rover Range Rover Sport vehicles fitted with the V6 3.0L S/C engine.

### What is the reason for this program?

A bracket may be fitted in the engine compartment of your vehicle in error. The bracket can come into contact with an underhood coolant hose which over time could chafe and ultimately wear through, leading to loss of coolant.

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### What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

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Peter Pochapsky  
Customer Relationship Centre Manager