



SERVICE ACTION N035: DEPLOYABLE SIDE STEP SOFTWARE UPDATE

SERVICE BULLETIN

07-JUN-17

NO.: SGI17-28

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range require a Deployable Towbar Control Module (DTCM) software update to address deployable side steps which do not stow and, in some cases, the deployable side step system turning itself 'OFF'.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2017

VIN: 000001-005166

Range Rover Sport (L494)

Model Year: 2017

VIN: 123729-675823

Range Rover (L405)

Model Year: 2017

VIN: 297883-339468

See Appendix 'A' for a list of affected unsold vehicles (as of 07 June 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N035NAS, *Service Action: Deployable Side Step Software Update*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to 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 Recall 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. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out

allowance can only be claimed if the vehicle is brought back 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 October 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
N035	B	Tow Bar Module - Download	86.91.32	0.20	-	-
N035	C	Tow Bar Module - Download	86.91.32	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

APPENDIX 'A': AFFECTED UNSOLD VEHICLES -SERVICE ACTION N035

VIN	Chassis #	Model Line	Model Year	Dealer Code and Name
SALWR2FE3HA130450	HA130450	Range Rover Sport	2017	0296 Land Rover Tysons Corner
SALWR2FK2HA670619	HA670619	Range Rover Sport	2017	0313 Land Rover Mission Viejo