



## SERVICE ACTION N010: 'SERVICE REQUIRED' MESSAGE NOT DISPLAYED

SERVICE BULLETIN

19-JUN-17

NO.: SGI17-30

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which will not display the 'Service Required' message on the Instrument Cluster, when starting the engine by depressing the brake pedal and pressing the engine START/STOP button, if/when a vehicle has reached its service interval. The message will display when switching the ignition only 'ON' (engine OFF) by pressing the engine START/STOP button and NOT depressing the brake pedal.

### AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: ..... 2016

VIN: ..... 516414-628552

Range Rover Evoque (L538)

Model Year: ..... 2016

VIN: ..... 048246-160214

Range Rover Sport (L494)

Model Year: ..... 2015-2016

VIN: ..... 361663-653989

Range Rover (L405)

Model Year: ..... 2015-2016

VIN: ..... 165369-289185

Visit the InfoTrail website for a list of affected unsold vehicles (as of 19 June 2017).

### ACTION TO BE TAKEN

Check DDW to make sure that a 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 N010NAS, *Service Action: 'Service Required' Message Not Displayed*, for detailed repair instructions.

**Note:** diesel engine model variants that display the 'Service Required' message on the Instrument Cluster when cranking the engine upon completion of the software update will require an oil and filter element service.

If the vehicle is less than 80% on time and/or distance to the next scheduled vehicle maintenance interval, the oil and filter element service will be covered under this Service Action (the 'Service Required' message is displayed due to oil dilution).

**Note:** the Service Required message and oil level indicator must be reset upon completion of an oil and filter element service. Inform the customer of the time and distance remaining to the next complete vehicle

maintenance service, as the 'Service Required' message will not display at that time. Customers may want to schedule the next vehicle service for a future date based on the time or average distance traveled.

If the vehicle has covered 80% or more by time and/or distance to the next scheduled vehicle maintenance interval, arrange for a complete vehicle service to be carried out at the Customer's expense. If the vehicle does have a Pre-Paid or Complimentary maintenance coverage, complete a full vehicle service and charge the full cost to those programs.

## PARTS

**NOTE: when ordering parts, only order the expected percentage demand of parts identified. No parts required for Discovery Sport (L550) and Range Rover Evoque (L538) vehicles.**

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Oil filter - TDV6 3.0L Diesel	LR013148	1	0.9
Oil - TDV6 3.0L Diesel	ZZZ001	\$65.00	0.9

\* - an allowance has been provided to cover the cost of the oil. Claim using Sundry Code '**ZZZ001**'.

## 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 (N010) and Q627 prior to undertaking any rework action. If eligible, perform Service Action Q627 BEFORE performing N020.**

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 Program Code '**N010**', Option Code '**X**', and the relevant parts information. 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 **30 April 2019** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
Instrument Cluster Update - All	86.91.25	0.10	-	-
LUBRICATION SYSTEM DRAINREFILL - TOP-DOWN SERVICE STRATEGY - vehicles with TDV6 3.0L Diesel engine only	12.60.99	0.50	LR013148 ZZZ001	1 \$65.00
Disengage and Reengage Transit Mode - Discovery Sport (L550), Range Rover Evoque (L538)	86.90.89.30	0.20	-	-
Disengage and Reengage Transit Mode - Range Rover Sport (L494), Range Rover (L405)	86.90.89.30	0.30	-	-
Drive in/drive out - All	02.02.02	0.20	-	-

\* - an allowance has been provided to cover the cost of the oil. Claim using Sundry Code '**ZZZ001**'.

*Normal Warranty policies and procedures apply.*