SERVICE ACTION Q642: TELEMATICS CONTROL MODULE

SERVICE BULLETIN

10–JAN–17	NO.: SGI17–02	SEC.: GENERAL INFORMATION	MKT: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range have been manufactured away from process and the Telematics Control Module (TCU) security key was not subject to an end of line test and verification. The Wi-Fi may drop out after 10 minutes and then reconnect after 3 minutes, with this cycle repeating.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)
Model Year 2016-2017
VIN Range: 632540-641822

Range Rover Evoque (L538)
Model Year 2016-2017
VIN Range: 102994-174251

Range Rover Evoque w/Folding top (L538c)
Model Year 2017
VIN Range: 169419-175753

Range Rover Sport (L494)
Model Year 2016
VIN Range: 597239

Range Rover Sport (L494)
Model Year 2016
VIN Range: 101232-108665

Range Rover Sport (L494)
Model Year 2016
VIN Range: 659255-662259

Range Rover (L405)
Model Year 2016
VIN Range: 300274-308454

Visit the InfoTrail website for a list of affected unsold vehicles (as of 10 January 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 Q642NAS1, *Service Action: Telematics Control Module*, for detailed repair instructions.

PARTS
NOTE: when ordering parts, only order the expected percentage demand of parts identified

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Telematics control module (TCU)	LR084927	1	100

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 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. 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 December 2018** closure date must be submitted for payment within 30 calendar days of completion of the repair.

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.

MODEL	DESCRIPTION	SRO	TIME (HOURS)
Discovery Sport (L550)	Replace the telematics control module	86.53.69	0.5
Range Rover Evoque (L538)	Replace the telematics control module	86.53.69	0.6
Range Rover Evoque w/Folding top (L538c)	Replace the telematics control module	86.53.69	0.4
Range Rover Sport (L494)	Replace the telematics control module	86.53.69	1.0
Range Rover (L405)	Replace the telematics control module	86.53.69	0.8

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q642	**A**	Replace the telematics control module	86.53.69	See table above	LR084927	1
		Configure the new telematics control module	86.91.24	1.10	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q642	**B**	Replace the telematics control module	86.53.69	See table above	LR084927	1
		Configure the new telematics control module	86.91.24	1.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.