



# SERVICE ACTION N117: REAR WHEEL UPPER CONTROL ARMS - INCORRECT FIXINGS INSTALLED

SERVICE BULLETIN

30-OCT-17

NO.: SGI17-48

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 which have been manufactured with incorrect rear suspension left and right upper control arm bolts.

## AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: ..... 2017

VIN: ..... 033275-033829

Range Rover Sport (L494)

Model Year: ..... 2017

VIN: ..... 166117-166581

Range Rover (L405)

Model Year: ..... 2017

VIN: ..... 366311-366824

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 30 October 2017).

## SERVICE PROGRAM / REWORK ACTION

Retailers will replace the rear suspension left and right upper control arm outer or inner and outer bolts. There will be no charge to owners for this action under this program.

## 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 N117NAS, *Service Action: Rear Wheel Upper Control Arms - Incorrect Fixings Installed*, for detailed repair instructions.

## PARTS

**NOTE: only order the expected percentage demand of parts identified.**

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PART
Bolt - Upper control arm - Vehicles with aluminum rear subframe	FC114206	4	100
Bolt - Upper control arm - Vehicles with steel rear subframe	FC114206	2	100

## 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
N117	B	Rear Suspension - Upper arm - Both sides - Renew fixings	64.35.89.45	0.6	FC114206	4
N117	C	Rear Suspension - Upper arm - Both sides - Renew fixings Drive In/Drive Out	64.35.89.45 02.02.02	0.6 0.2	FC114206 -	4 -
N117	D	Rear Suspension - Upper arm - Both sides - Renew outer fixings	64.35.89.46	0.4	FC114206	2
N117	E	Rear Suspension - Upper arm - Both sides - Renew outer fixings Drive In/Drive Out	64.35.89.46 02.02.02	0.4 0.2	FC114206 -	2 -

*Normal Warranty policies and procedures apply.*