



SERVICE ACTION N120: SERVICE RESET FUNCTION UPDATE

SERVICE BULLETIN

17-JAN-18

NO.: SGI18-06

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 where, if the message 'Service Required' is displayed within the Instrument Cluster (IC), it cannot be cleared and will continue to display this message at every vehicle start-up.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2017

VIN: 039117-047448

Range Rover Sport (L494)

Model Year: 2017

VIN: 171673-181303; 692870-695609

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 17 January 2018).

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will update the Instrument Cluster (IC) software. 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 N120NAS, *Service Action: Service Reset Function 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 TOPlx 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 November 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
N120	B	Instrument cluster update	88.90.03	0.20	-	-
N120	C	Instrument cluster update	88.90.03	0.20	-	-
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.