

## Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status	Raised By
Range Rover RR Sport 17MY	Is there a known reason or resolution for the extended time required for performing the N124 service action. We have had multiple accounts in which the IPC goes through as designed and upon conclusion of the post validation, the module flash procedure promptly restarts but takes 2 hours too complete.	When performing the steps written in the Workshop Procedure in the bulletin “ <i>Select N124 - Virtual Display Instrument Cluster (IC) Going Blank from the 'Campaigns' section.</i> ” the task should complete in the allotted time on the bulletin. If you find you are having problems with PATHFINDER completing the programming as listed, please submit a Diagnostic EPQR with session files attached so the concern can be investigated.	Chris Baker Land Rover Hunt Valley
Discovery 17MY	A customer is complaining that while driving with climate control off she turns on max defrost you get a loud groaning noise as the defroster comes on. I road tested with the customer and heard the noise. If the climate control is already on I was unable to reproduce the noise. I tried a new car on the lot and was able to get that vehicle to produce the same noise under the same conditions. Any Ideas?	This is not something that has been reported or experienced before. Please submit an EPQR for the concern and we will confirm with engineering the designed operation of the HVAC system under these conditions.	George Bodulow Jaguar Land Rover Willow Grove