



UPDATE PRIOR TO SALE N196 UPS4418-1B: STEERING WHEEL LEFT CONTROL SWITCH - LOSS OF FUNCTION

SERVICE BULLETIN

27-JUL-18

NO.: SGI18-28

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 the steering wheel left control switch may not function as expected and lead to one or more of the following features may not function as expected:

- Infotainment controls - volume, seek, next, and previous
- Instrument Cluster (IC) menu control
- Mobile phone control
- Favorite control
- Push to talk control

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

Range Rover Velar (L560)

Model Year:2018-19

VIN: 738007-766087

Range Rover Sport (L494)

Model Year: 2018-19

VIN: 181320-199921; 400001-407960; 695616-699999

Range Rover (L405)

Model Year: 2018-19

VIN: 380217-399999; 500000-501045

Visit the InfoTrail website for a list of affected unsold vehicles (as of 27 July 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will replace the steering wheel left control switch prior to delivery to the customer.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submissions system to make sure 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.

Refer to Technical Bulletin N196 UPS4418-1bNAS, *Update Prior to Sale: Steering Wheel Left Control Switch - Loss of Function*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Steering wheel left control switch - Except Range Rover Sport SVR	LR092578	1	100
Steering wheel left control switch - Range Rover Sport SVR only	LR103564	1	100

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submissions system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure 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. Use the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the 03 July 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
N196	B	Steering wheel left control switch - Replace - Except Range Rover Sport SVR	86.50.68	0.2	LR092578	1
N196	C	Steering wheel left control switch - Replace - Except Range Rover Sport SVR	86.50.68	0.2	LR092578	1
		Drive in/drive out	02.02.02	0.2	-	-
N196	D	Steering wheel left control switch - Replace - Range Rover Sport SVR only	86.50.68	0.2	LR103564	1
N196	E	Steering wheel left control switch - Replace - Range Rover Sport SVR only	86.50.68	0.2	LR103564	1
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.