



SERVICE ACTION N118: 'SERVICE REQUIRED' MESSAGE NOT DISPLAYED & SERVICE RESET FUNCTION NOT WORKING

SERVICE BULLETIN

17-JAN-18

NO.: SGI18-05

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the 'Service Required' message will not appear on the Instrument Cluster (IC) if a vehicle has reached its service point and the engine is started normally by pressing the engine START/STOP button with the brake pedal pressed. Turning on the ignition only, by pressing the engine START/STOP button without the brake pedal pressed, will still allow the 'Service Required' warning message to be displayed.

In addition, the latest Powertrain Control Module (PCM) software has introduced a concern relating to the ability to reset the service message indicator. The latest IC software will rectify these concerns.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: 2016-2017

VIN: 516414-721747

Range Rover Evoque (L538)

Model Year: 2016-2017

VIN: 048246-267153

Range Rover Sport (L494)

Model Year: 2015-2017

VIN: 361663-395374; 502768-599999; 600188-692864; 100015-171672

Range Rover (L405)

Model Year: 2015-2016

VIN: 195369-289185

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 N118NAS, *Service Action: 'Service Required' Message Not Displayed & Service Reset Function Not Working*, for detailed repair instructions.

PARTS

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

NOTE: Petrol engine vehicles do not require engine oil and filter renewal as part of this program.

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PARTS
Oil filter - TDV6 3.0L diesel	LR013148	1	<1.0
Oil	ZZZ001	\$65.00	<1.0

* - an (\$65.00 USD or local equivalent) allowance has been provided to cover the cost of the oil. Claim using Sundry Code '**ZZZ001**'.

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 Program Code '**N118**', Option Code '**X**', and the relevant parts information. The SRO and parts information is included for information only. 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.

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 **30 November 2019** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
Instrument Cluster Update - All	86.91.25	0.10	-	-
LUBRICATION SYSTEM DRAINREFILL - TOP-DOWN SERVICE STRATEGY - Range Rover Sport (L494), Range Rover (L405)	12.60.99	0.50	LR013148 ZZZ001	1 \$65.00
Drive in/drive out	02.02.02	0.20	-	-

* - an allowance (\$65.00 USD or local equivalent) has been provided to cover the cost of the oil. Claim using Sundry Code '**ZZZ001**'.

Normal Warranty policies and procedures apply.