



SERVICE ACTION

Service Action Number:
Q106

Subject:

Diesel Automatic Transmission Slip/Flare

Publication No.:	307-Q106v2
Model:	Freelander 2 – 2.2L Diesel
Model Year:	2007-2010
VIN Range:	H012596 – H200566
Date of Issue:	6 th December 2010
Expiry Date:	31 st August 2012

To:	All National Sales Companies and Importers
For the Attention of:	The Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information:	<p>This Service Action is being re-issued to notify dealers of the extended VIN range.</p> <p>This Service Action is valid for two years only. Repairs must be complete and Warranty Claims accepted for payment prior to the expiry date at the top of this Service Action.</p>
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RE: Diesel Automatic Transmission Slip/Flare

Dear Colleagues

A concern has been identified with diesel Automatic transmission 2007-2010MY Freelander 2 vehicles where gearshift changes may progressively become erratic, transmission slip/flare is experienced and transmission warnings are displayed in the instrument cluster. Should these warning signs be ignored, it is possible that a total loss of drive may occur.

Action to be taken

You are requested to contact the owners of the affected vehicles and request that the vehicle is made available at the earliest opportunity for the vehicle to have the transmission recalibrated as identified in the workshop procedure. A sample customer letter for you to use is attached as Appendix 1. The workshop procedure is attached as Appendix 2.

Please ensure all unsold vehicles are repaired prior to handover to the customer.

Please check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected. Should you require a listing of the affected vehicles, please contact the Land Rover Field Actions team by e-mail at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the National Sales Company/Regional Office only.

At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field 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 Information

Table 1 – SROs

Description	SRO	Time
Reconfigure transmission and differential control module	44.90.89.34	0.2
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code **Q106** together with the relevant option code from Table 2 of this Service Action. This will result in payment of the stated time. As option codes are used, these are repeated here for information only.

The option 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.

Table 2

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	PARTS	QTY
Q106	B	Reconfigure transmission and differential control module	44.90.89.34	0.2	N/A	N/A
Q106	C	Reconfigure transmission and differential control module Drive in/drive out	44.90.89.34 02.02.02	0.2 0.2	N/A	N/A

Warranty Claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Service Action.

Yours faithfully



K Phelps
Director – Service Operations

Attached: Appendix 1 – Sample Customer Letter
Appendix 2 – Workshop Procedure



Appendix 1 – Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN): ?????
Registration Number: ??????

Date: Month/Year

IMPORTANT INFORMATION**2007 to 2010 Model Year Automatic Diesel Freelander 2
Vehicles
Loss of Drive – Q106**

Land Rover is providing a no-charge Customer Satisfaction Program (Program Number Q106) to owners of 2007 to 2010 model year automatic diesel Freelander 2 vehicles.

Reason for this program

Land Rover has contacted us to make us aware of a potential quality concern with your vehicle. A concern has been identified with diesel Automatic transmission 2007-2010MY Freelander 2 vehicles where gearshift changes may progressively become erratic, transmission slip/flare is experienced and transmission warnings are displayed in the instrument cluster. Should these warning signs be ignored, it is possible that a total loss of drive may occur.

What your dealer will do

We will reconfigure the transmission with the latest software level. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this program.

How long will it take?

The time to repair your vehicle is approximately 15 minutes. However, due to service scheduling requirements, your vehicle may be required for a longer period of time.

What we are asking you to do

Call us or your preferred Land Rover dealer without delay, quoting your Vehicle Identification Number (located at the beginning of this letter) and vehicle registration number. Ask for a service date for Customer Satisfaction Program Q106. If you do not have a servicing dealer, please access www.landrover.com for dealer addresses, maps and driving instructions.

When you bring your vehicle in to the dealer, please show this letter to the dealer. If you misplace this letter, your dealer will still do the work, free of charge.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Land Rover Customer Relationship Center and one of our representatives will be happy to assist you.

Call: (enter telephone number), Office Hours: Monday-Friday: 8.30AM – 5.30PM


Thank you for your attention to this important matter.



Yours sincerely

Dealer Principal

Appendix 2 – Workshop Procedure

	SDD Configurations
1	CAUTION:  This procedure requires SDD DVD124_V6.01 and Calibration File 59 loaded or later. Connect a Midtronic battery conditioner/power supply to the vehicle.
2	Connect SDD to the vehicle and begin a new diagnostic session, SDD will read the correct VIN for the current vehicle.
3	Follow the SDD prompts.
4	Select 'Campaigns' tab from the Session Type Section screen.
5	From the recommendation screen select the following software update: <ol style="list-style-type: none"> 1. Configure existing module - Transmission control module. 2. Configure existing module - Rear differential control module.
6	Follow all on-screen instructions to complete this task. When the task is completed, exit the current session.
7	Disconnect SDD and the battery charger/power supply.