



SERVICE ACTION

Service Action Number:
Q079

Subject: Suspension Ride Height Sensors – Corrosion and Air Suspension Ride Levelling Control Module (RLM) Software Update	Publication No.:	204-Q079v2
	Model:	Discovery 3
	Model Year:	2008 – 2009
	VIN Range:	LA461580 – LA513324
	Model:	Range Rover Sport
	Model Year:	2008 – 2009
	VIN Range:	LS144333 – LS215577
	Date of Issue:	28 January 2010
Expiry Date:	31 January 2012	

To:	All Authorized UK Repairers
For the Attention of:	The Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information:	This Service Action is being re-issued to notify the dealers of a change to the workshop procedure.
-----------------------------	---

RE: Ride Height Sensors – Corrosion and Suspension RLM Software Update

Dear Colleagues

A limited number of Discovery 3 and Range Rover Sport vehicles may have been manufactured away from process and vehicles may experience corrosion of the ride height sensors due to porosity in the plastic body of the part. An air suspension software update will also be required.

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 be inspected and where necessary the sensor based service kit will be replaced and the air suspension software updated. 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.

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.

Parts Information

If required the relevant parts from Table 1 should be ordered through Land Rover Parts in the normal manner.

Table 1

Description	Part Number	Qty
Sensor Kit - Discovery 3	LR020534	1
Sensor Kit - Range Rover Sport	LR020535	1

Warranty Information

Table 2 – SROs

Description	SRO	Time
Sensor Vehicle Set Renew - Discovery 3	60.36.04	0.4
Sensor Rear Height Pair Renew - Range Rover Sport	64.36.02	0.3
Calibrate Air Suspension Renew (both)	60.90.03	0.4
Air Suspension System Tune Download (both)	60.90.16.01	0.1
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code **Q079** together with the relevant option code from Table 3 of this Service Action. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter SROs or parts; 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 3

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	PARTS	QTY
Q079	B	Renew sensor vehicle set (Discovery 3) Calibrate air suspension Download air suspension system tune	60.36.04 60.90.03 60.90.16.01	0.4 0.4 0.1	LR020534	1
Q079	C	Renew sensor vehicle set (Discovery 3) Calibrate air suspension Download air suspension system tune Drive in/drive out	60.36.04 60.90.03 60.90.16.01 02.02.02	0.4 0.4 0.1 0.2	LR020534	1
Q079	D	Renew sensor rear height pair (Range Rover Sport) Calibrate air suspension Download air suspension system tune	64.36.02 60.90.03 60.90.16.01	0.3 0.4 0.1	LR020535	1
Q079	E	Renew sensor rear height pair (Range Rover Sport) Calibrate air suspension Download air suspension system tune Drive in/drive out	64.36.02 60.90.03 60.90.16.01 02.02.02	0.3 0.4 0.1 0.2	LR020535	1



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

A handwritten signature in black ink, appearing to read "K Phelps".

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**2008 and 2009 Model Year Discovery 3 and Range Rover Sport
Suspension Ride Height Sensors – Corrosion and Air
Suspension Ride Levelling Control Module (RLM) Software
Update – Q079**

Land Rover is providing a no-charge Customer Satisfaction Program (Program Number Q079) to owners of 2008 and 2009 Model Year Discovery 3 and Range Rover Sport vehicles.

Reason for this program

Land Rover has contacted us to make us aware of a potential quality concern with your vehicle relating to the suspension ride height sensors. Internal corrosion is the dominant root cause of failure, with heavy salt usage and the type of salt used on the UK roads being a significant contributory factor.

Customers complain of warning light illumination, noticeable poor system performance and ultimately the air suspension system becomes inoperative, eventually resulting in the vehicle lowering on to the bump stops due to loss of system pressure.

What your dealer will do

Replace affected sensors with 2010 Model Year sensors which are more resilient to the affects of environmental attack. Discovery 3 vehicles require all four sensors and Range Rover Sport vehicles will only require the two rear sensors. At the same time, the air suspension software will be updated to the latest level. The rework actions 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 1 hour. 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 and whether parts are in stock for Customer Satisfaction Program Q079. If you do not have a servicing dealer, please access www.landrover.com for dealer addresses, maps and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

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.

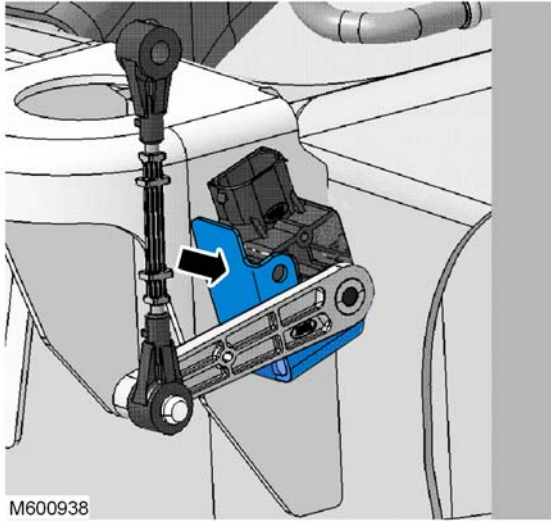

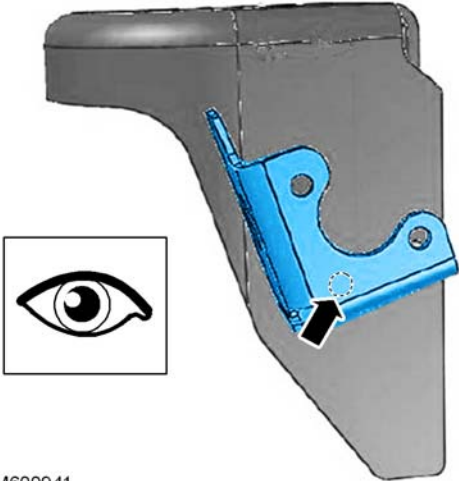
Call: 0870 850 8447, Office Hours: Monday-Friday: 8.30AM – 5.30PM

Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal

Appendix 2 – Workshop Procedure

<p>1</p>	<p>Note: Left-hand side shown, right-hand side similar.</p> <p>Inspect ride height sensor bracket position for orientation (see Fig. 1).</p>	 <p>M600938</p>
<p style="text-align: right;">Fig. 1</p>		
<p>2</p>	<p>CAUTION:  The bracket shown in figure 2 may have 2 or 3 holes. It is important that the orientation of the bracket is noted and not the number of holes.</p> <p>NOTE: The position of the ride height sensor electrical connector remains the same for both original and new sensors.</p> <p>If the orientation of the left-hand rear ride height sensor bracket is the same as figure 2, carry on to step 5, if not carry on from step 3.</p>	 <p>M600941</p>
<p style="text-align: right;">Fig. 2</p>		

3 **Note: This condition only affects a small number of chassis frames of vehicles built at the end of 2009.**
 If the ride height sensor bracket is installed as shown in Fig. 3, carry on from step 4.

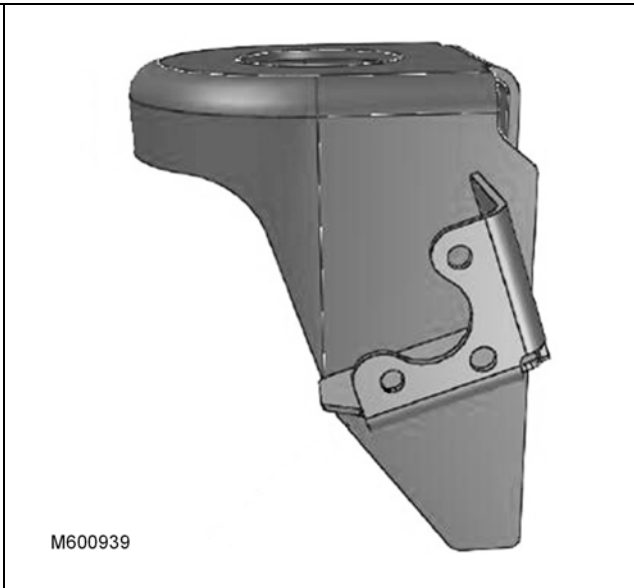


Fig. 3

4 Remove the two screws and remove the bracket from the new ride height sensor (see Fig. 4).

- Repeat for the remaining sensors if required.



Fig. 4

5 **Note: If the sensors are fitted in the incorrect position the vehicle will sit on the bump stops and not calibrate.**
Note: Use the table below to ensure correct sensors are fitted to the correct position on the vehicle.

Install New Ride Height Sensors - (see Global Technical Reference GTR Workshop Manual, section: 204-05).

Parts Table

Discovery 3	Sensor LHF	AH22-3C097-AB (LR013915)
Discovery 3	Sensor RHF	BH22-3C097-AA (LR020158)
Discovery 3	Sensor LHR	BH22-5B732-AA (LR020160)
Discovery 3	Sensor RHR	AH22-5B732-AB (LR014065)
Range Rover Sport	Sensor LHR	BH22-5B732-AA (LR020160)
Range Rover Sport	Sensor RHR	AH22-5B732-AB (LR014065)

6 **Note: When Removing the electrical connector take care not to break the retaining clips. Use a suitable screwdriver, to release the retaining clips (see Fig. 5).**



Fig. 5

7 **CAUTION: ⚠ This procedure requires IDS DVD120_V6.01 with calibration 24 loaded or later.**

Connect an approved battery charger/power supply to the vehicle.

8 **CAUTION: ⚠ Make sure the engine is not running and the ignition is at position 2.**
 Check the compressor is not running. If found to be running, check IDS for DTCs and rectify as required, prior to attempting to install this software.

9	Connect SDD to the vehicle and begin a new diagnostic session, the SDD will read the correct VIN for the current vehicle.
10	Follow the SDD prompts.
11	Select 'Campaigns' tab from the Session Type Section screen.
12	From the recommendation screen select the following software update: <ul style="list-style-type: none">• Suspension system - Height calibration.• Configure existing module - 'Ride level control module' then select run.
13	Follow all on-screen instructions to complete this task. When the task is completed, exit the current session.
14	Disconnect SDD and the battery charger/power supply.