MODEL	AFFECTED VEHICLES	
New Range Rover	**LP**	**All**
Range Rover Classic	**LH**	**All**
Discovery	**LJ**	**All**
Defender	**LD**	**All**

DETAIL

To enable Rover engineers to identify the cause of software errors occurring on the compact discs it is important that detailed information of where, how and when the fault occurs is notified to the Testbook Help Desk.
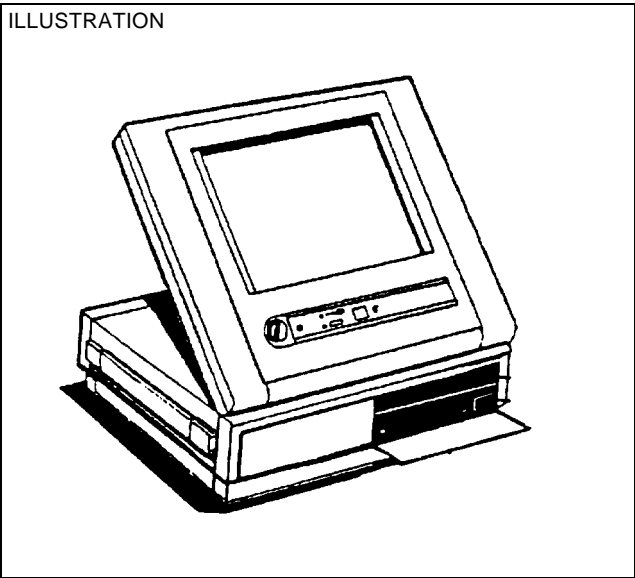To assist in this, a fault information report procedure and document has been developed.

Note: Please use the attached proforma when reporting Testbook faults.

ACTION REQUIRED
Please use the procedure for future software fault reports by fax, a copy of the report form is attached for reference.

PARTS INFORMATION

Not applicable

ILLUSTRATION

PROCEDURE
The Technician should relate the following basic information to the Help Desk.
1. Dealer name.
2. Corporate I-D No.
3. Contact name with phone and fax number.
4. Testbook serial No (located on the rear of the Testbook screen).
5. Screen ref./Node I-D. When the fault occurred (alpha-numeric data displayed in the top left corner of the screen).
6. Compact disc reference (printed on the disc or displayed on the welcome screen under the ''I'' button).
7. RDS release number (displayed on top right of screen).
8. Vehicle details: including model year, engine, transmission and deviate.
9. Details of test being used.
10. Error message displayed on the screen.
11. Cable being used.

WARRANTY
Not applicable

COMP. CODE

Not applicable

SRO
Not applicable

TEST BOOK

HELP US TO HELP YOU
Please ensure you have the following information to hand BEFORE you contact the help desk

Dealer Name:	**Date:**

Corporate ID:	**Telephone No:** (including area code)	**Fax No:** (including areacode)

Contact 1:	**Contact 2:**

TestBook Serial/Model No: (located on rear of screen)	**Screen Reference/Node ID:** (alpha-numeric data displayed left hand corner of the screen)

Data CD Ref No: (printed on CD/displayed on welcome screen under ''i''button)	**RDS Release No:** (displayed top right of screen)

Vehicle details: (including model/engine/transmission/derivative)	**Model Year:**	**Vin:**

Reported fault with the vehicle:

Full details of test being used:	**Error message displayed:**

Full details of problems encountered using TestBook:	**Cabling diagram used:**

Other comments: