

TECHNICAL BULLETIN

P028NAS1

22 OCT 2012



SECTION: 501-11

Safety Recall: Front Windshield Bonding

AFFECTED VEHICLE RANGE:

Range Rover (LM)

VIN: CA370800 – CA370892
(specific VINs only; see attached list)

Model Year: 2012

CONDITION SUMMARY:

Situation: A concern has been identified with certain 2012 model year Range Rover vehicles with the windshield which may not be correctly bonded to the aperture. Where the windshield is not correctly bonded, water ingress might occur and there may be increased wind noise. In extreme cases where there is insufficient bond between the windshield glass and the Polyurethane (PU) adhesive, full windshield retention may not be achieved in the event of an air bag deployment or during a vehicle crash increasing risk of occupant injury.

Action: Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Affected vehicles already in the hands of customers should be updated at the next available opportunity. At the time of customer appointment, ensure that all outstanding service campaigns for each individual vehicle are identified and allocate sufficient time and resources to complete all campaigns.

PARTS:

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
CES500020	Glass adhesive kit	1	100
LR029533	Windshield molding kit	1	100
LR039063	Windshield – climate control	1	100
ZZZ001	Masking tape, glass cleaning solution	**	100

* when ordering parts, order the expected percentage failure rate of parts identified only

** an allowance of \$4.68 has been provided to cover the cost of the locally sourced masking tape and glass cleaning solution

TOOLS:

Refer to Workshop Manual for any required special tools

WARRANTY:

NOTE: Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this Recall Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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.

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.




Warranty claims must be submitted quoting Program Code 'P028' together with Option Code 'X'. It will be necessary to enter the relevant SRO and, if necessary, the parts used. Where the windshield is installed as a sublet repair, please quote 'ZZZ001' as the Sundry Code and claim the sublet invoice value. In the case of sublet repairs, please follow the required Warranty policy found in the *Warranty Policies & Procedures Manual*. 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.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY./VALUE
P028	X	Windshield – renew	76.81.01	1.70	-	-
P028	X	Mask headliner and remove excess sealant	05.10.50	0.50	**	\$4.68
P028	X	Drive in / drive out	02.02.02	0.20	-	-

** an allowance of \$4.68 has been provided to cover the cost of the locally sourced masking tape and glass cleaning solution

Normal Warranty policies and procedures apply

REPAIR PROCEDURE

-  **CAUTION: Take extra care to protect the headlining from the soft sealant. Contact between the headlining and sealant may cause permanent damage to the headlining.**
-  **CAUTION: Always protect paintwork and glass when removing exterior components.**
-  **CAUTION: Always protect the interior components when removing body glass.**

1. Refer to Workshop Manual section 501-11 and replace the front windshield:

- Use masking tape to protect the headlining.
- Use a suitable spatula-type instrument to remove any soft sealant from any contact areas where the new windshield glass is installed.
- Use a suitable cloth and cleaning fluid to remove any remaining residue from any contact areas where the new windshield glass is installed.

Affected VIN List – P028

RETAILER CODE / NAME	VIN	RETAILER CODE / NAME	VIN
0122 Land Rover Glen Cove	CA370855	0282 Land Rover Manhattan	CA370828
0131 Land Rover North Dade	CA370877	0282 Land Rover Manhattan	CA370846
0136 Land Rover Dallas	CA370829	0282 Land Rover Manhattan	CA370852
0139 Bob Moore Land Rover	CA370880	0287 Hornburg Land Rover Los Angeles	CA370867
0139 Bob Moore Land Rover	CA370825*	0287 Hornburg Land Rover Los Angeles	CA370889
0150 Land Rover Nashville	CA370876	0297 Land Rover Farmington Valley	CA370820
0177 Land Rover Orlando	CA370800	0301 Land Rover Annapolis	CA370840
0177 Land Rover Orlando	CA370814	0301 Land Rover Annapolis	CA370862
0187 Land Rover Birmingham	CA370822	0334 Land Rover Minneapolis	CA370810
0200 Land Rover Southampton	CA370804	0334 Land Rover Minneapolis	CA370837
0201 Land Rover Greenville	CA370888	0335 Land Rover Madison	CA370850
0205 Land Rover Ft. Worth	CA370874	0345 Land Rover Treasure Coast	CA370858
0220 Land Rover Peabody	CA370843	0354 Land Rover Monroeville	CA370802
0225 Land Rover Winnetka	CA370835	0359 Land Rover Southwest Houston	CA370817
0239 Land Rover Asheville	CA370812	0359 Land Rover Southwest Houston	CA370847
0247 Land Rover Centerville	CA370886	0361 Land Rover Webster	CA370892
0252 Land Rover Las Vegas	CA370868		
0253 Land Rover South Dade	CA370808		
0266 Land Rover Anaheim Hills	CA370885		
0266 Land Rover Anaheim Hills	CA370891		

* vehicle currently shown in retailer stock