

TECHNICAL BULLETIN  
Q268NAS2  
09 DEC 2013



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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.

Changes are highlighted in gray

**SECTION: 501-08**

Service Action: Incorrect Color Front Door Side Vents

**AFFECTED VEHICLE RANGE:**

**Range Rover (LG)**

**Model Year:** 2013  
**VIN:** DA105254-DA109681

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** A limited number of vehicles within the listed VIN range may have been manufactured with the incorrect color front door side vents and not the correct specification Orkney Grey side vents.



**NOTE:** This program has been closed with immediate effect.

**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. Unsold vehicles should have this performed at the end of the Pre-Delivery Inspection (PDI). Affected vehicles already in the hands of customers should be updated at the next available opportunity.

**PARTS:**

DESCRIPTION	PART No. / SUNDRY CODE	QTY.	*EXPECTED % of VEHICLES REQUIRING PARTS
Exterior Door Gill LH	LR038863	1	100
Exterior Door Gill RH	LR038864	1	100
Clip	LR032984	16	100
Stokvis DF002 High Performance Transfer Tape (or equivalent)	ZZZ001	-	-



**NOTE:** An allowance of £5.00 (approximately \$7.61 US) has been provided to cover the cost of the tape and should be claimed using code 'ZZZ001'.



**NOTE:** \* when ordering parts, order only the expected percentage demand of parts identified

**SPECIAL TOOLS:**

Refer to Workshop Manual / Service Instruction for any required special tools

**WARRANTY:**

**NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. 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:** An allowance of £5.00 (approximately \$7.61 US) has been provided to cover the cost of the tape and should be claimed using code 'ZZZ001'.



**NOTE:** An allowance of £218.18 (approximately \$332.08 US) has been provided to cover the cost of the painting of the front door side vents and should be claimed using code 'ZZZ999'.

Warranty claims must be submitted quoting Program Code 'Q268' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) 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.

This program has been closed with immediate effect. Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY. / VALUE
Q268	B	Paint/lacquer and renew door gill - both sides	76.42.09	0.20	LR038863 LR038864 LR032984 ZZZ001 ZZZ999	1 1 16 \$7.61 \$332.08
Q268	C	Paint/lacquer and renew door gill - both sides Drive in/drive out	76.42.09 02.02.02	0.20 0.20	LR038863 LR038864 LR032984 ZZZ001 ZZZ999	1 1 16 \$7.61 \$332.08

\* approximate US dollars



**NOTE:** Normal Warranty policies and procedures apply

**SERVICE INSTRUCTION:**

1. Paint/lacquer the new door gill - both sides (see TOPIx Workshop Information, Body and Paint Repair Guides).

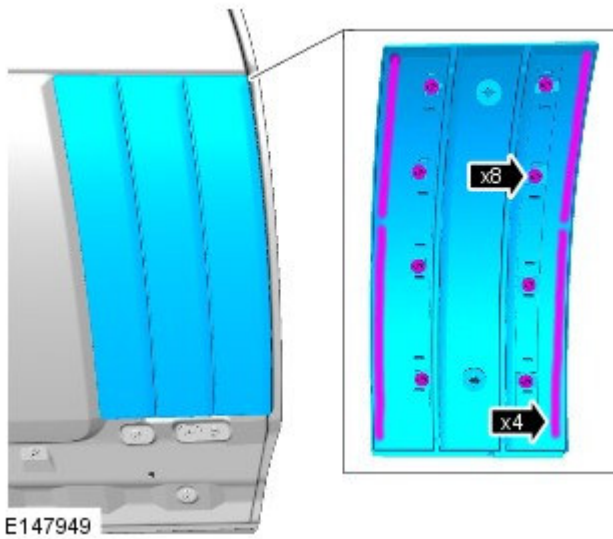


2. **NOTE:** Note the position of the tape on the removed side vent.

 **NOTE: Right-hand shown; left-hand similar.**

Replace the front right door side vent:

- Remove the front right door side vent.
- Install eight (8) new clips to the new front right door side vent.
- Install double-sided tape to the new front right door side vent in the same position as the original side vent.
- Install the new front right door side vent.



**3.** Carry out steps 1-2 to the front left door side vent.