

TECHNICAL BULLETIN  
Q560NAS1  
02 FEB 2016



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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.

**SECTION: 501-19**

Service Action: Front Bumper Headlamp Washer Jets

**AFFECTED VEHICLE RANGE:**

**LR4 (LA)**

**Model Year:** 2015-2016  
**VIN:** 750024-782009  
**Assembly Plant:** Solihull

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** An issue has been identified on a limited number of vehicles within the Affected Vehicle Range where the headlamp washer jets may become loose and drop into the bumper cover recess. When operated, the jets will not spray on the headlamp as designed.

**Action:** Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

**PARTS:**



**NOTE: source the applicator, plunger, adhesive, and nozzles from a local 3M™ supplier. The applicator and plunger may only be claimed for the first vehicle that is repaired. Order only the expected percentage demand of parts identified.**

DESCRIPTION	PART No./SUNDRY CODE	*QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
Required for the first vehicle that is repaired only: 3M™ Scotch-Weld™ EPX™ Plus II Applicator 3M™ Scotch-Weld™ EPX™ 10:1 Plunger 3M™ Scotch-Weld™ Structural Plastic Adhesive DP8005 or DP8010 3M™ Scotch-Weld™ EPX™ Applicator Nozzle	ZZZ999	\$88.00	first vehicle repaired only
Required for all other vehicles after the first repair: 3M™ Scotch-Weld™ Structural Plastic Adhesive DP8005 or DP8010	ZZZ001	\$39.00	30

DESCRIPTION	PART No./SUNDRY CODE	*QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS
3M™ Scotch-Weld™ EPX™ Applicator Nozzle			

\* - an allowance of \$88.00 [USD] has been provided to cover the cost of the adhesive, applicator, plunger, and nozzle for the first vehicle repair only. An allowance of \$39.00 [USD] has been provided to cover the cost of the adhesive and nozzle for subsequent vehicle repairs.

### **SPECIAL TOOLS:**

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

### **WARRANTY:**



**NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recalls and 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 claims must be submitted quoting Program Code '**Q560**' together with the relevant Option Code from the table. SRO and parts information is 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 is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

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 TOPIx to obtain the latest repair time.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
Q560	B	Visually and using gentle downward applied force in the centre of the headlamp washer jets, check that the washer jets are seated correctly and are not loose - no further action	05.10.10	0.10	-	-
Q560	C	Visually and using gentle downward applied force in the centre of the headlamp washer jets, check that the washer jets are seated correctly and are not loose - no further action Drive in/drive out	05.10.10 02.02.02	0.10 0.20	- -	- -
Q560	D	Headlamp washer jet - re-installation for the first vehicle repair only	84.20.89.26	1.20	ZZZ999	\$88.00
Q560	E	Headlamp washer jet - re-installation for the first vehicle repair only Drive in/drive out	84.20.89.26 02.02.02	1.20 0.20	ZZZ999 -	\$88.00 -
Q560	F	Headlamp washer jet - re-installation for all other vehicles after the first repair	84.20.89.26	1.20	ZZZ001	\$39.00
Q560	G	Headlamp washer jet - re-installation for all other	84.20.89.26 02.02.02	1.20 0.20	ZZZ001 -	\$39.00 -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
		vehicles after the first repair Drive in/drive out				

\* - an allowance of \$88.00 [USD] has been provided to cover the cost adhesive, applicator, plunger, and nozzle for the first vehicle repair only. An allowance of \$39.00 [USD] has been provided to cover the cost of the applicator and plunger for subsequent vehicle repairs.

Normal Warranty policies and procedures apply.

### **TOOL DESCRIPTION:**



**NOTE: make sure the correct ratio plunger and mixing nozzle is obtained for the adhesive and applicator that is used.**

1. The illustration shows the equipment to be used for the bonding of the headlamp washer jet mounting plate to the bumper cover.

- EPX 10:1 Ratio Plunger (1)
- EPX 2 Part Adhesive Applicator (2)
- DP8005 or DP8010 3M tm EPX Structural Adhesive (3)
- EPX Applicator Nozzle (4)



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### **SERVICE INSTRUCTION:**



**NOTE: removal steps in this procedure may contain installation details.**



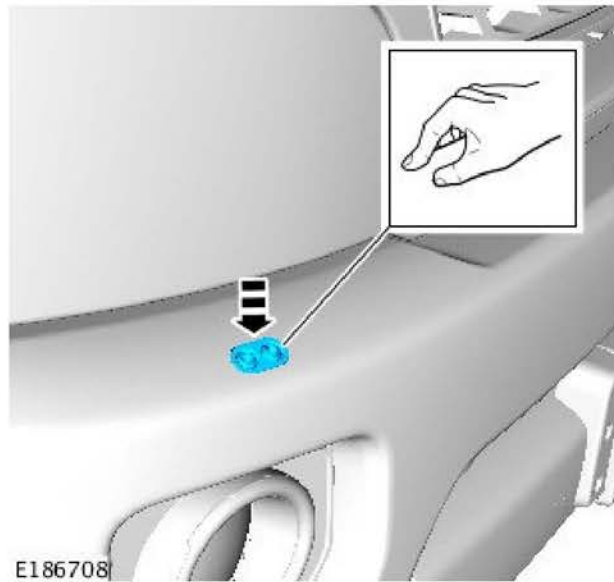
**NOTE: some variation in the illustrations may occur, but the essential information is always correct.**



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

Visually and using gentle downward applied force in the centre of both headlamp washer jets, check that the washer jets are seated correctly and are not loose.

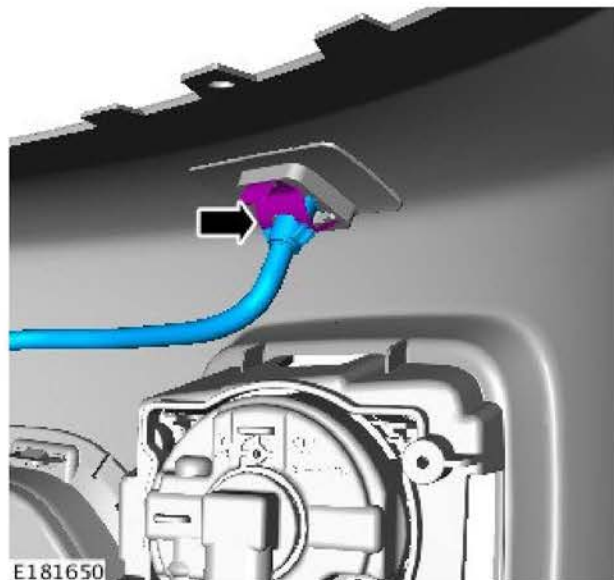
- If the washer jets are seated correctly and are not loose, release the vehicle. No further action required.
- If any of the washer jets are not seated correctly/loose, continue to Step 2.



2. Remove the front bumper cover (see TOPIX Workshop Manual section 501-19: Bumpers).

 **NOTE: all illustrations: right-hand shown; left-hand similar.**

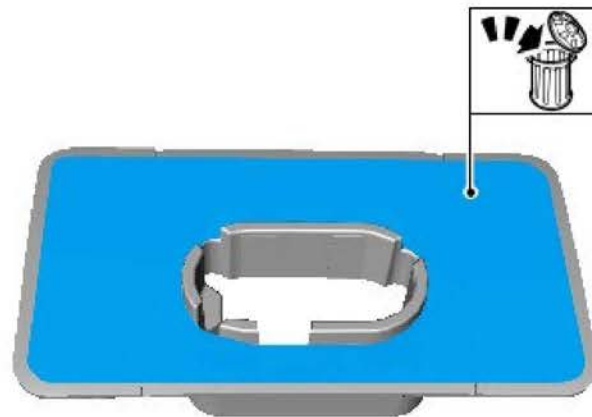
3. Remove the retaining clip from the right-hand headlamp washer jet.
  - Remove the right-hand headlamp washer jet from the front bumper cover.




4. Remove the right-hand headlamp washer jet mounting plate.

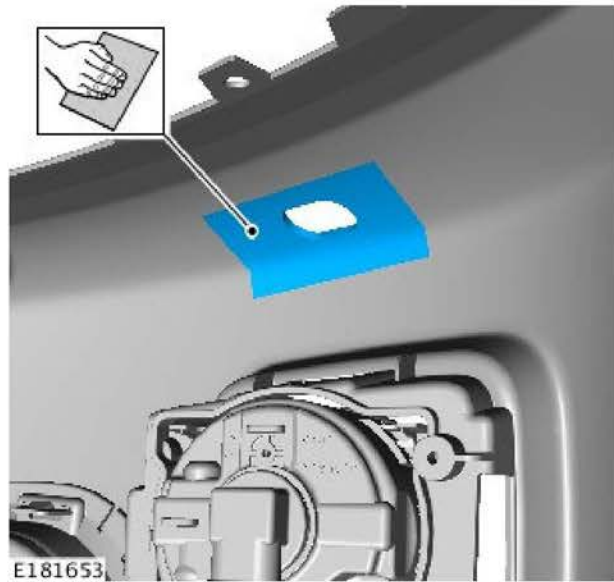


5. Remove the adhesive pad from the right-hand headlamp washer jet mounting plate.



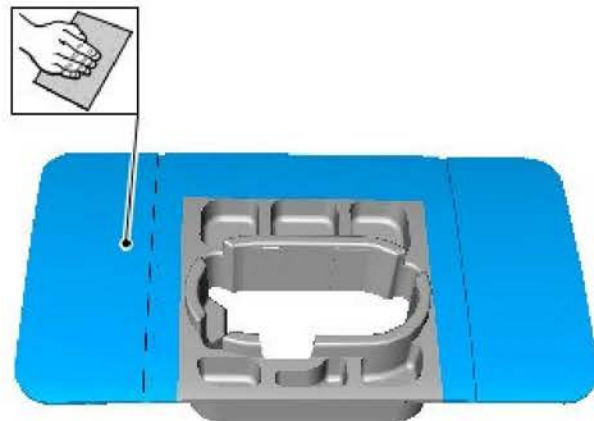
6.  **NOTE: make sure the area is clean prior to applying the adhesive.**

Using a suitable abrasive material, prepare the front bumper cover for bonding.



7.  **NOTE: make sure the area is clean prior to applying the adhesive**

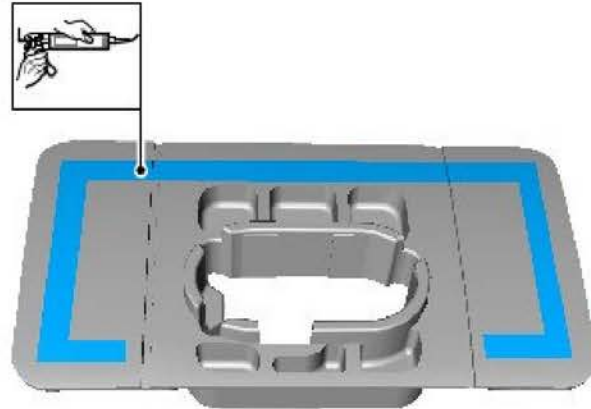
Using a suitable abrasive material, prepare the right headlamp washer jet mounting plate for bonding.



8.  **CAUTION: make sure to follow the relevant instructions for the adhesive used in this Step.**

 **CAUTION: make sure that the adhesive is applied as illustrated to avoid excess adhesive being pushed through the hole in the bumper cover when fitting the mounting plate.**

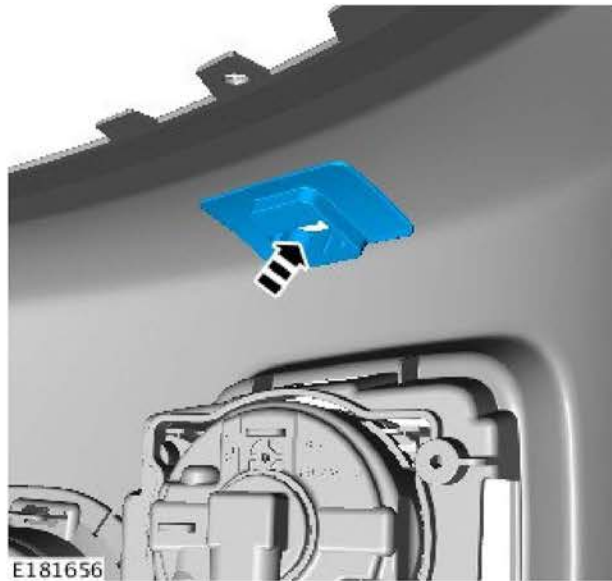
Apply a suitable adhesive to the right-hand headlamp washer jet mounting plate as shown.



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9.  **CAUTION: make sure to follow the relevant instructions for the adhesive used in this Step.**

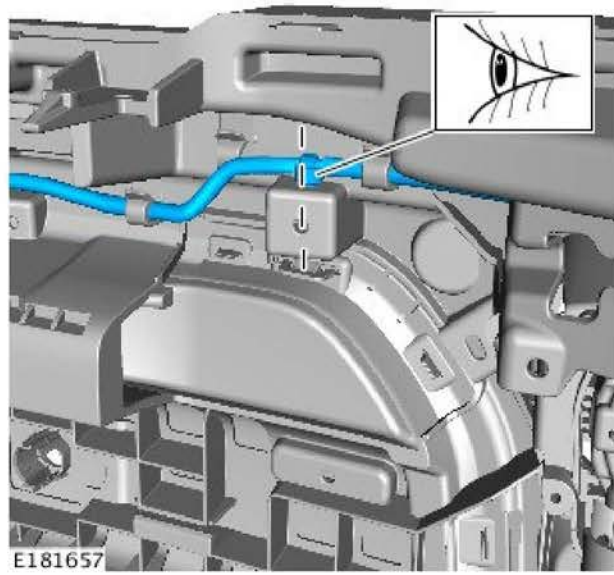
Install the right-hand headlamp washer jet mounting plate on to the front bumper cover.



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10. When installing the headlamp washer pipe align the one way valve to the bumper wiring harness retaining clip, so the hose is not under tension.

- If required, repeat Steps 3-10 to the other side.



- 11.** Install the front bumper cover (see TOPIx Workshop Manual section 501-19: Bumpers).