

Update Prior to Sale Notice



Issue Date: 03/02/2017

Expiry Date: 03/08/2017

Action No.: Q665 UPS0117-4B

To: **For the attention of Jaguar Land Rover North America, LLC**

Attention: Managing Director, Sales Director and Customer Service Director

Model(s):

Model/Variant	Model Year(s):		VIN Range:		Assembly Plant:
	from	to	from	to	
Range Rover Evoque (LV)	2017	2017	210937	214076	Halewood

Subject: **Right Hand Front Seat - Outer Pod - Spot Weld Locations**

Information: **North American Territories: HOLD at Port of Entry Facility or applicable NSC/Retailer location.**

This Update Prior to Sale Notice has been issued to provide the relevant repair instructions, parts and warranty information. The Update Prior to Sale Notice is valid for six months only. Repairs must be completed prior to the expiry date at the top of this Update Prior to Sale Notice.

This Notice does not apply to any vehicles already registered and in use, either with the retailer, or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Technical Service Bulletin, or Field Service Action.

Dear Colleagues

Issue

A potential concern has been identified on specific vehicles within the above Vehicle Identification range.

It has been identified that four spot welds on the right hand front floor pan may be incorrectly positioned. As a consequence, the bracket which these welds fix to the floor may not be secured as required.

Action to be taken

This notice directs affected markets and retailers to hold any unsold vehicles in the affected VIN range and refrain from releasing the vehicles for onward distribution and sale, until completion of the service instruction detailed in this Update Prior to Sale Notice.

These vehicles should not be released until this service instruction has been completed.

On completion of the service instruction, the vehicle may then be released for onward distribution and sale.

Please make sure that you check the JLR Claims Submission System to make sure that the vehicle is affected by this Update Prior to Sale Notice prior to undertaking any rework action. The JLR Claims Submission System will be updated to reflect only those vehicles affected. Should you require a listing of the affected vehicles, please contact the Jaguar Land Rover Field Actions team by e-mail at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the

National Sales Company/Regional Office only.

Customer Communication

Should this UPS mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

"Jaguar Land Rover are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our cars.

Jaguar Land Rover have advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologise that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible."

If necessary you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

Retailer Empowerment

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

Yours faithfully

Stuart Woodcock

Manager Technical Service Engineering

SERVICE INSTRUCTION - Q665

Parts Information

The parts below should be ordered through Land Rover Parts in the normal manner.

Description	Part Number/Sundry code	Qty	% of vehicles requiring this part*
Blind Rivet (6.5 x 23.7 mm)	LR043932	4	100
Screw (M10 x 32mm)	LR067428	4	100
Clip (8.2 x 0.7-1.5 mm)	LR006101	4	100
Etch Primer *	ZZZ001	£5	100

* - An allowance of 5.00 pounds sterling has been allocated to allow retailers to locally source the primer.

Warranty Information SROs

Description	SRO	Time
Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect	05.10.60	0.6
Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair	05.10.80	0.8
Engage/disengage transit mode	86.90.89.30	0.2
Category 3 transit protection removal	10.42.03	0.1
Drive in/drive out	02.02.02	0.2

Warranty claims should be submitted quoting the program code **Q665** together with the relevant option code from the table shown below. 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.

Program Code	Option	Description	SRO	Time	Part No./Sundry	Qty./Value (£)
Q665	B	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect	05.10.60	0.6	N/A	N/A
Q665	C	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Drive in/drive out	05.10.60 02.02.02	0.6 0.2	N/A	N/A
Q665	D	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair	05.10.80	0.8	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	E	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Drive in/drive out	05.10.80 02.02.02	0.8 0.2	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	F	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Engage/disengage transit mode	05.10.60 86.90.89.30	0.6 0.3	N/A	N/A
Q665	G	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Engage/disengage transit mode Drive in, Drive Out	05.10.60 86.90.89.30 02.02.02	0.6 0.2 0.2	N/A	N/A
Q665	H	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Category 3 transit protection removal	05.10.60 10.42.03	0.6 0.1	N/A	N/A
Q665	J	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Category 3 transit protection removal Drive In Drive Out	05.10.60 10.42.03 02.02.02	0.6 0.1 0.2	N/A	N/A

Q665	K	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Engage/disengage transit mode Category 3 transit protection removal	05.10.60 86.90.89.30 10.42.03	0.6 0.2 0.1	N/A	N/A
Q665	L	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect Engage/disengage transit mode Category 3 transit protection removal Drive In Drive Out	05.10.60 86.90.89.30 10.42.03 02.02.02	0.6 0.2 0.1 0.2	N/A	N/A
Q665	M	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Engage/disengage transit mode	05.10.80 86.90.89.30	0.8 0.2	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	N	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Engage/disengage transit mode Drive in, Drive Out	05.10.80 86.90.89.30 02.02.02	0.8 0.2 0.2	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	P	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Category 3 transit protection removal	05.10.80 10.42.03	0.8 0.1	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	Q	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Category 3 transit protection removal Drive In Drive Out	05.10.80 10.42.03 02.02.02	0.8 0.1 0.2	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	R	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Engage/disengage transit mode Category 3 transit protection removal	05.10.80 86.90.89.30 10.42.03	0.8 0.2 0.1	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5
Q665	S	Right Hand Front Seat - Outer Pod - Spot Weld Location – Inspect & repair Engage/disengage transit mode Category 3 transit protection removal Drive In Drive Out	05.10.80 86.90.89.30 10.42.03 02.02.02	0.8 0.2 0.1 0.2	LR043932 LR067428 LR006101 ZZZ001	4 4 4 £5

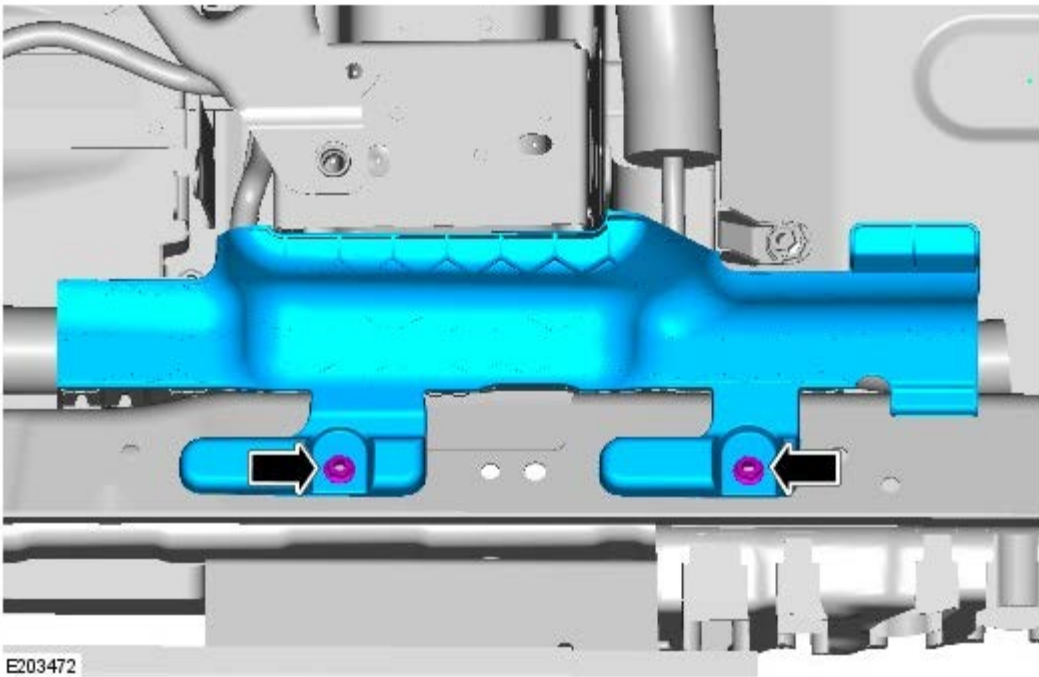
Warranty claims should be submitted in accordance with the current Jaguar Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Update Prior to Sale Notice.

Workshop Procedure

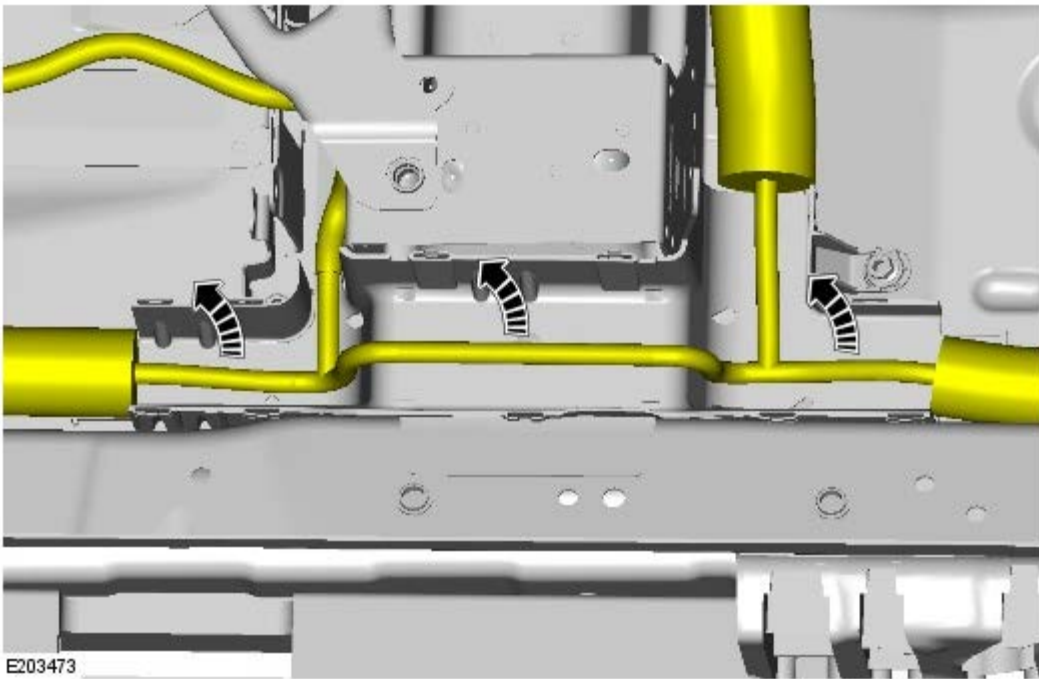


NOTE: This workshop procedure only applies to the right side of the vehicle.

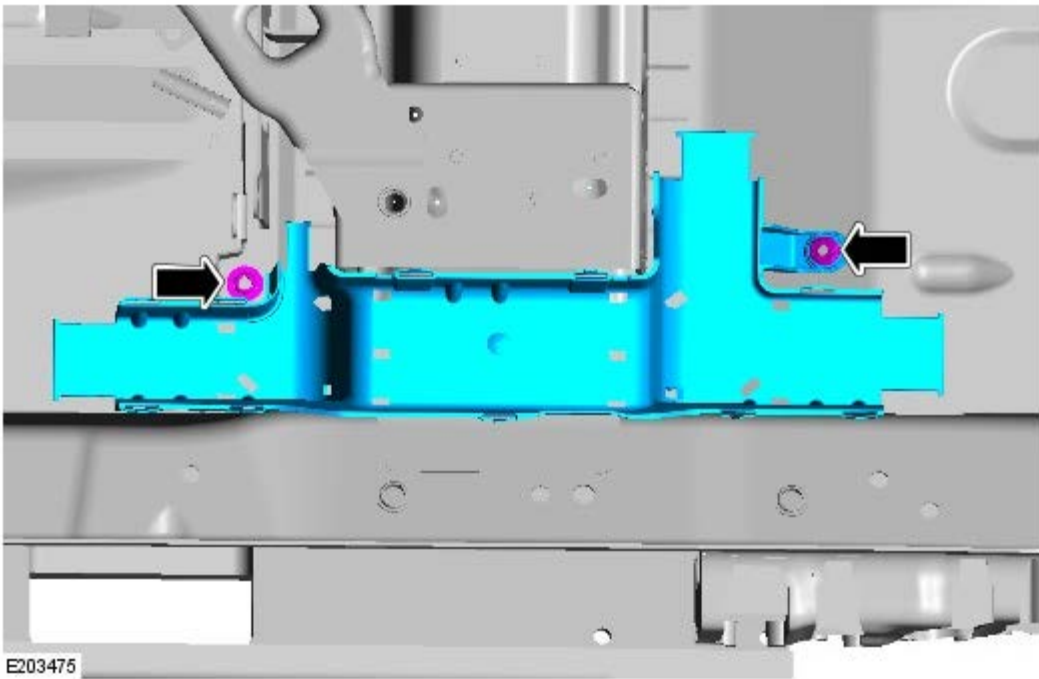
1. Remove the audio unit (see TOPIx Workshop Manual section 415:01: Information and Entertainment System Audio Unit - Folding Top).
2. Remove the wiring harness top cover.



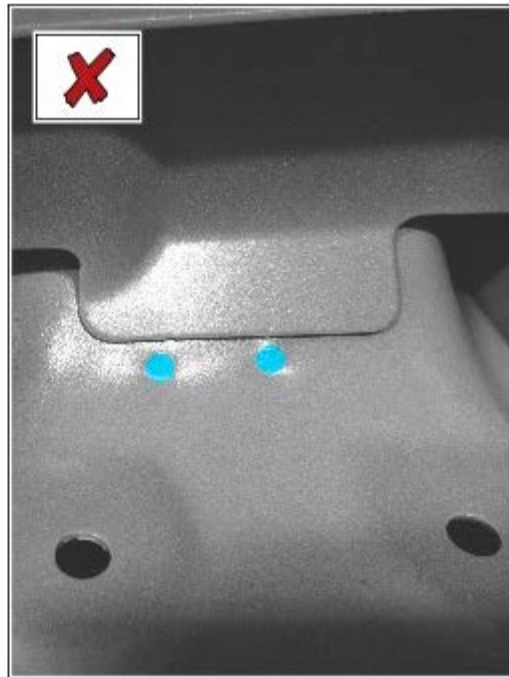
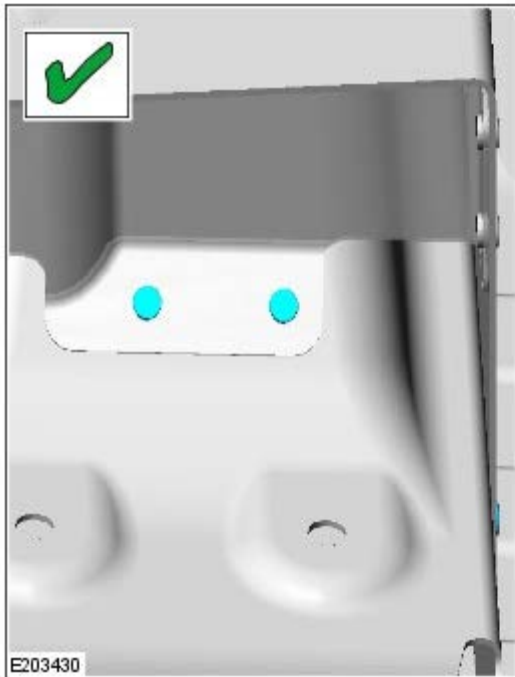
3. Position the wiring harness to one side.



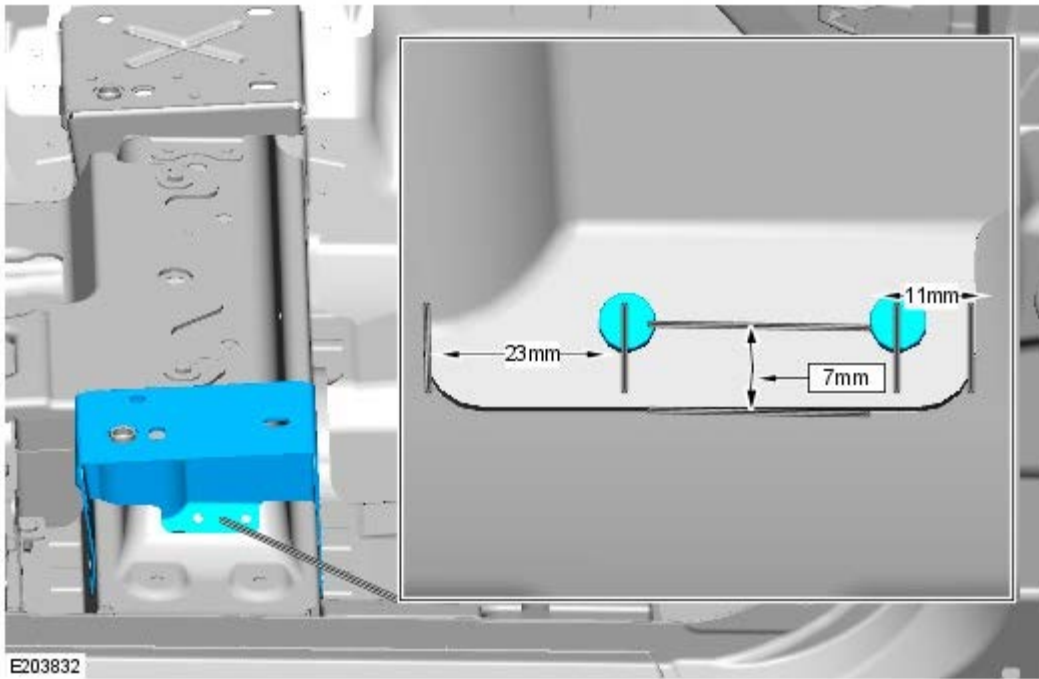
4. Remove the wiring harness bottom cover.



5. Visually inspect the spot welds. If the spot welds are in the correct position, go to step 9. If the spot welds are in the incorrect position, go to step 6.

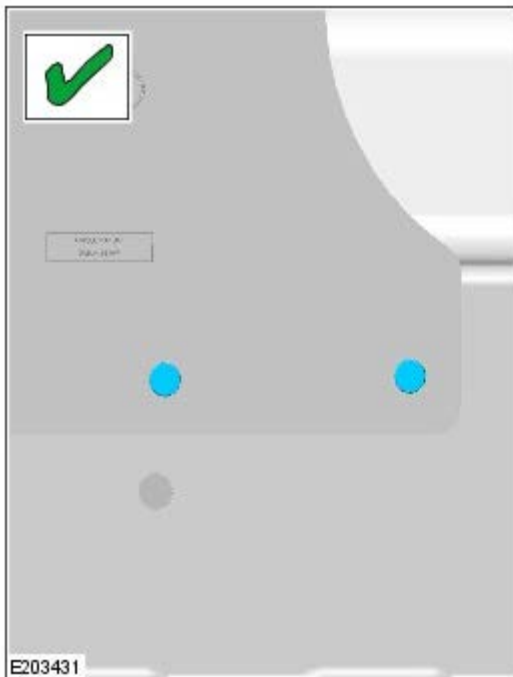


6. Drill two 7mm holes in the area shown.

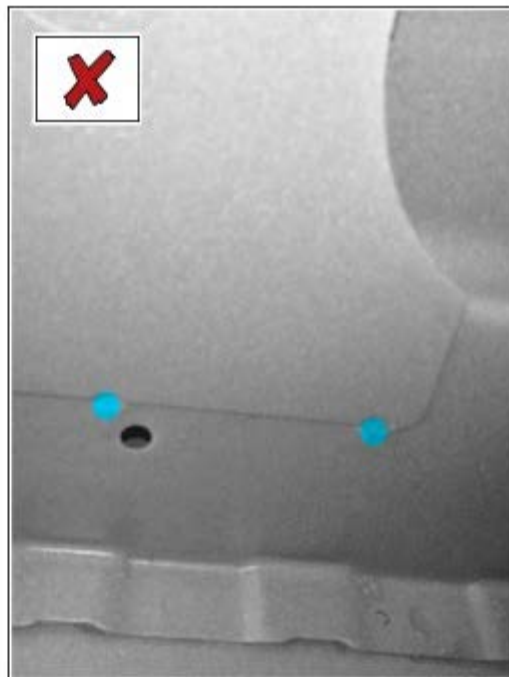


E203832

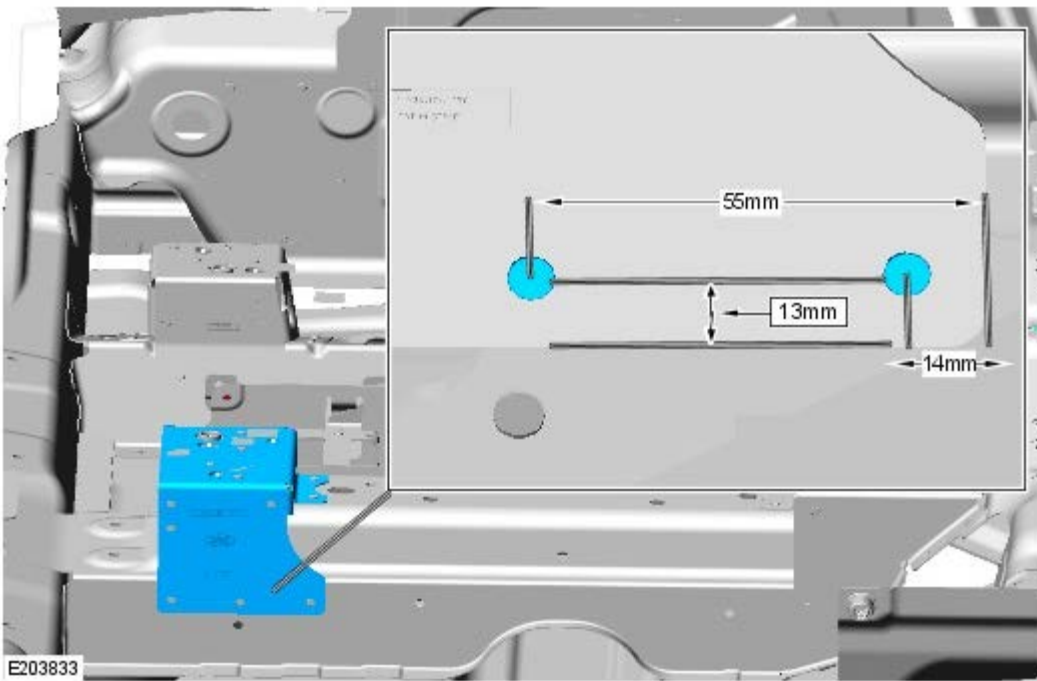
7. Apply etch primer to the exposed metal in the area drilled.
8. Install blind rivets in both 7mm holes.
9. Visually inspect the spot welds. If the spot welds are in the correct position, go to step 12. If the spot welds are in the incorrect position, go to step 10.



E203431

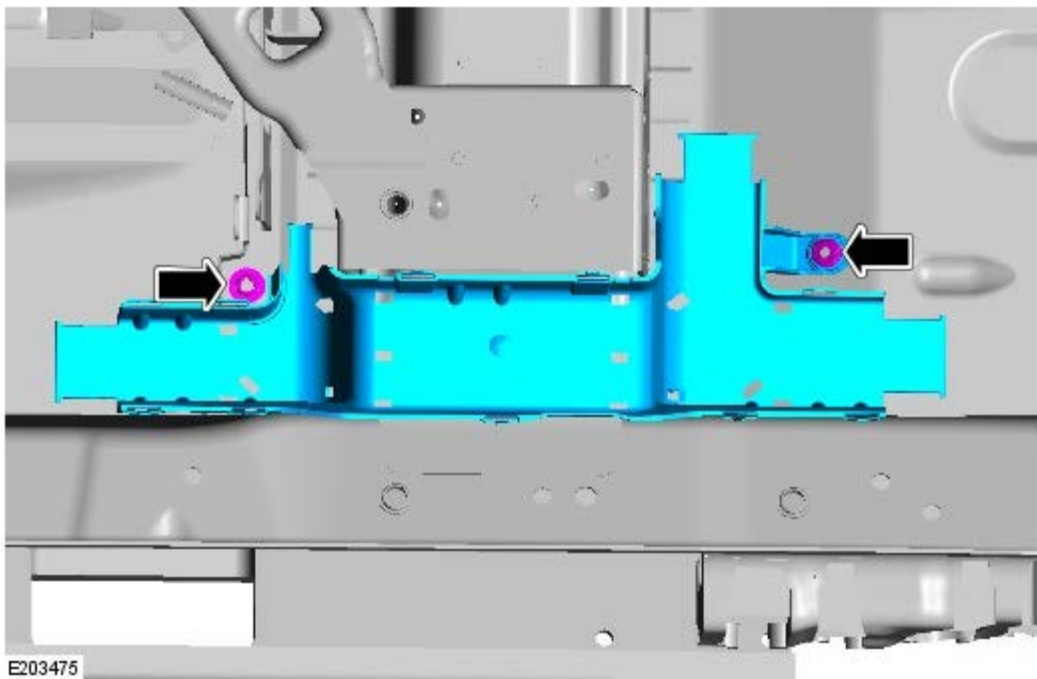


10. Drill two 7mm holes in the area shown.

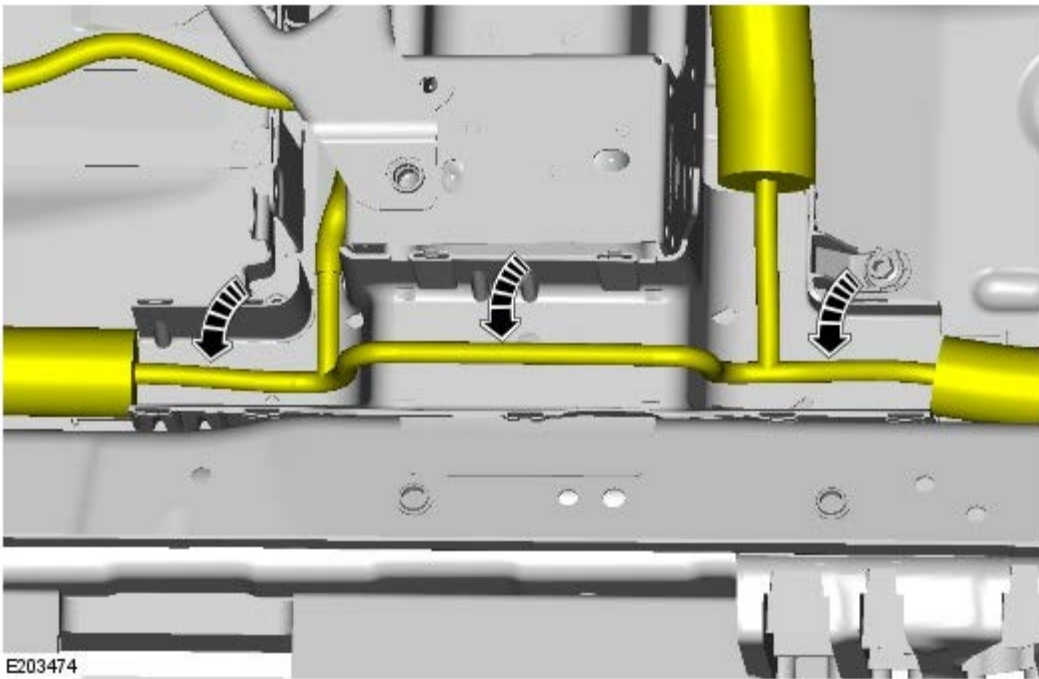


11. Install blind rivets in both 7mm holes.

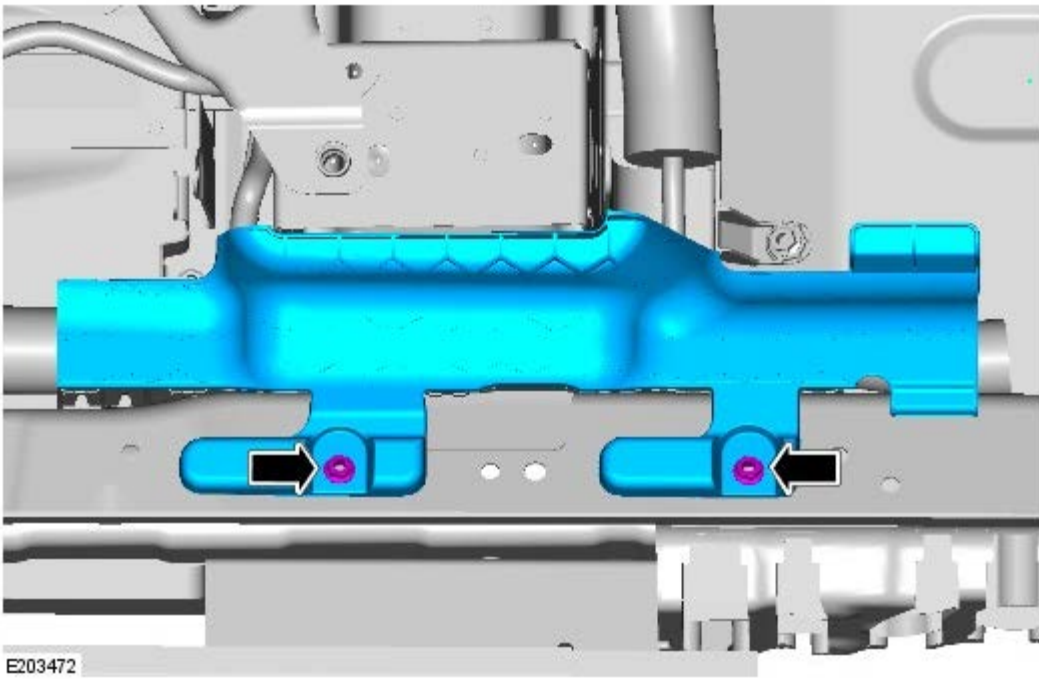
12. Install the wiring harness bottom cover.



13. Install the wiring harness.



14. Install the wiring harness top cover.



15. Install the audio unit (see TOPIx Workshop Manual section 415:01: Information and Entertainment System Audio Unit - Folding Top).

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 73183 - Q665 UPS0117-4B Right Hand Front Seat - Outer Pod - Spot Weld Location

Models : LV - Evoque

Engineer : Bottomley Ben

Date Last Updated : 15-02-2017 07:42:30

Content : Issue: The attached SSM is to support the above Field Action.

Cause: The SSM is to facilitate the Retailer to complete the required process identified in the Field Action.

This SSM has been created on a temporary basis, due to the Field Action documentation being temporarily unavailable via TOPIx due to restricted access and poor performance of the TOPIx website.

Once TOPIx has returned to normal operation this SSM will be removed.

Action: Please confirm the vehicle to be repaired is specified in the attached documentation.

Confirm using DDW that the Field action is applicable for the vehicle before commencing the repair.

Please read the Field Action documentation attached and complete the appropriate actions identified within.

Version : 2

Attachments : [UPS 0117-4B - Right Hand Front Seat - Outer Pod - Spot Weld Locations \(NAS ONLY\).pdf](#)