

Update Prior to Sale Notice



Issue Date: 11/01/2017

Expiry Date: 09/07/2017

Action No.: Q658 UPS9116-4B

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:	
	from	to	from	to
Range Rover Evoque (LV)	2017	2017	200245	200550

Subject: **Right Hand Side - Rear Wheel-Arch & Rear Tail Lamp Aperture Spot Welds**

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 (VIN) range.

Investigations have highlighted a potential concern with up to 9 spot welds around the RHS rear wheel arch and tail lamp that may be undersized or lack sufficient fusion.

In the unfortunate event of failure, the durability of the panel joints may lead to a creak and /or squeak and rattle issues that is noticeable by the owner/driver.

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 ensure that you check DDW to ensure that the vehicle is affected by this Update Prior to Sale Notice prior to undertaking any rework action. DDW 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 - Q658

Parts Information

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

Description	Part Number/Sundry code	Qty/Value	% of vehicles requiring this part*
Paint and Primer	ZZZ001	£50	100

An allowance equivalent to £50 sterling has been allocated to cover the cost of locally sourcing the paint and Primer for each affected vehicle.

Warranty Information SROs

Description	SRO	Time
Evoque rear spot welds – Inspect	76.11.89.03	1.3
Evoque rear spot welds – Inspect & repair	76.11.89.04	1.6
Engage/disengage transit mode	86.90.89.30	0.2
Remove Category 3 Protection	10.42.03	0.1

Warranty claims should be submitted quoting the program code Q658 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.

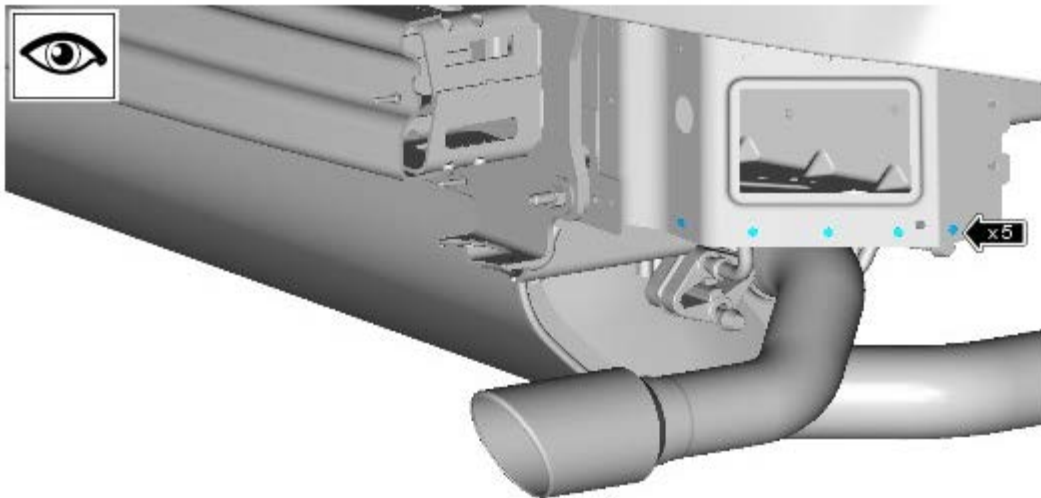
Program Code	Option	Description	SRO	Time
Q658	B	Evoque rear spot welds – Inspect	76.11.89.03	1.3
Q658	C	Evoque rear spot welds – Inspect Drive in/drive out	76.11.89.03 02.02.02	1.3 0.2
Q658	D	Evoque rear spot welds – Inspect & repair	76.11.89.04	1.6
Q658	E	Evoque rear spot welds – Inspect & repair Drive in/drive out	76.11.89.04 02.02.02	1.6 0.2
Q658	F	Evoque rear spot welds – Inspect Engage/disengage transit mode	76.11.89.03 86.90.89.30	1.3 0.3
Q658	G	Evoque rear spot welds – Inspect Engage/disengage transit mode Drive in, Drive Out	76.11.89.03 86.90.89.30 02.02.02	1.3 0.2 0.2
Q658	H	Evoque rear spot welds – Inspect Remove Category 3 Protection	76.11.89.03 10.42.03	1.3 0.1
Q658	J	Evoque rear spot welds – Inspect Remove Category 3 Protection Drive In Drive Out	76.11.89.03 10.42.03 02.02.02	1.3 0.1 0.2
Q648	K	Evoque rear spot welds – Inspect Engage/disengage transit mode Remove Category 3 Protection	76.11.89.03 86.90.89.30 10.42.03	1.3 0.2 0.1
Q658	L	Evoque rear spot welds – Inspect Engage/disengage transit mode Remove Category 3 Protection Drive In Drive Out	76.11.89.03 86.90.89.30 10.42.03 02.02.02	1.3 0.2 0.1 0.2
Q658	M	Evoque rear spot welds – Inspect & repair Engage/disengage transit mode	76.11.89.04 86.90.89.30	1.6 0.2
Q658	N	Evoque rear spot welds – Inspect & repair Engage/disengage transit mode Drive in, Drive Out	76.11.89.04 86.90.89.30 02.02.02	1.6 0.2 0.2
Q658	P	Evoque rear spot welds – Inspect & repair Remove Category 3 Protection	76.11.89.04 10.42.03	1.6 0.1

Q658	Q	Evoque rear spot welds – Inspect & repair Remove Category 3 Protection Drive In Drive Out	76.11.89.04 10.42.03 02.02.02	1.6 0.1 0.2
Q658	R	Evoque rear spot welds – Inspect & repair Engage/disengage transit mode Remove Category 3 Protection	76.11.89.04 86.90.89.30 10.42.03	1.6 0.2 0.1
Q658	S	Evoque rear spot welds – Inspect & repair Engage/disengage transit mode Remove Category 3 Protection Drive In Drive Out	76.11.89.04 86.90.89.30 10.42.03 02.02.02	1.6 0.2 0.1 0.2


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 Customer Satisfaction Programme.

Workshop Procedure

1. Remove the rear bumper cover (see TOPIx Workshop Manual section: 501-19 - Bumpers - Rear Bumper Cover).
2. Locate the five spot welds around the lower aperture in the right side tail light panel.



E202844

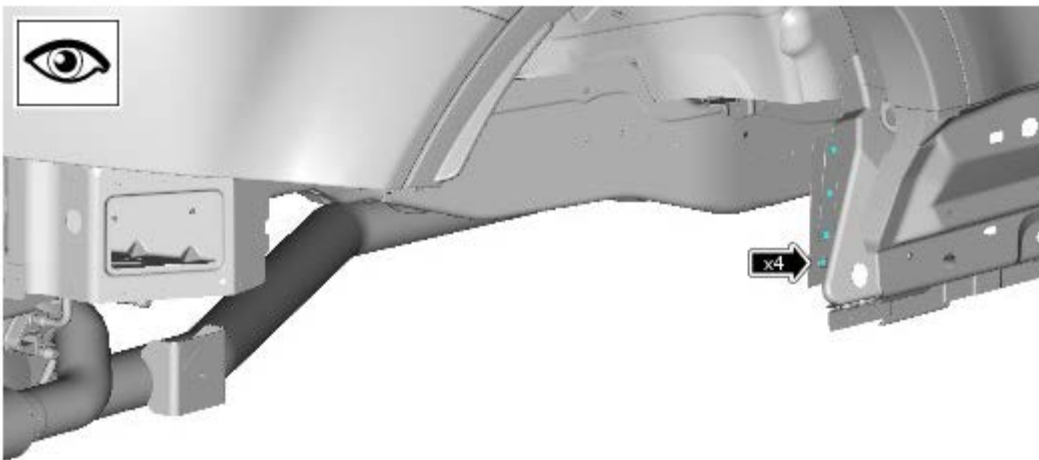
3.  **CAUTION:** Take care not to tear or damage the panel around the spot weld.

Insert a scraper between the two panels and towards each of the five spot welds to check for defective welds.

- The scraper should be struck twice with suitable force using a hammer in order to test each of the spot welds.
- If any of the five spot welds are broken/defective, mark the defective weld(s) and continue to step 4.



4. Locate the four spot welds at the front of the right side rear wheel arch.



5.  CAUTION: Take care not to tear or damage the body panel around the spot weld.

Insert a scraper between the two panels and towards each of the four spot welds to check for defective welds.

- The scraper should be struck twice with suitable force using a hammer in order to test each of the spot welds.
- Mark any broken/defective spot welds.

- If any broken/defective spot welds are found in either of the two locations, continue to step 9.
- If all the checked spot welds are OK, go to step 6.



6. CAUTIONS:



Take care not to damage paint.



Use a suitable tape or protection so no damage is caused to the vehicle paintwork.

Using a suitable tool, make sure the inner and outer body panel skins are flat against each other.

- If required, use a body colored touch-up paint to rectify any damage to the paintwork.



E202953

7. Install the rear bumper cover (see TOPIX Workshop Manual section: 501-19 - Bumpers - Rear Bumper Cover).

8. Release the vehicle.



NOTE: The following steps show the process for two defective spot welds. This process should be completed for all defective spot welds which have been identified in either of the two locations.

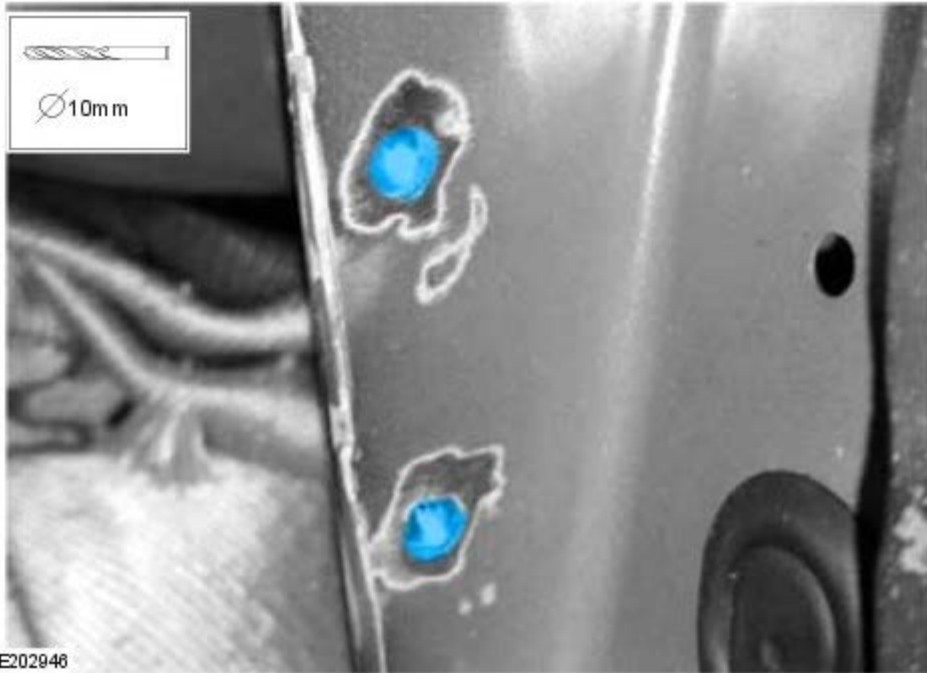
9. Using a suitable tool, remove the paint surrounding the defective spot weld(s) which have been identified.




E202947

10.  NOTE: Make sure to only drill to the depth of the first panel.

Drill out the defective weld(s) to the depth of the first panel with a diameter of 10mm.

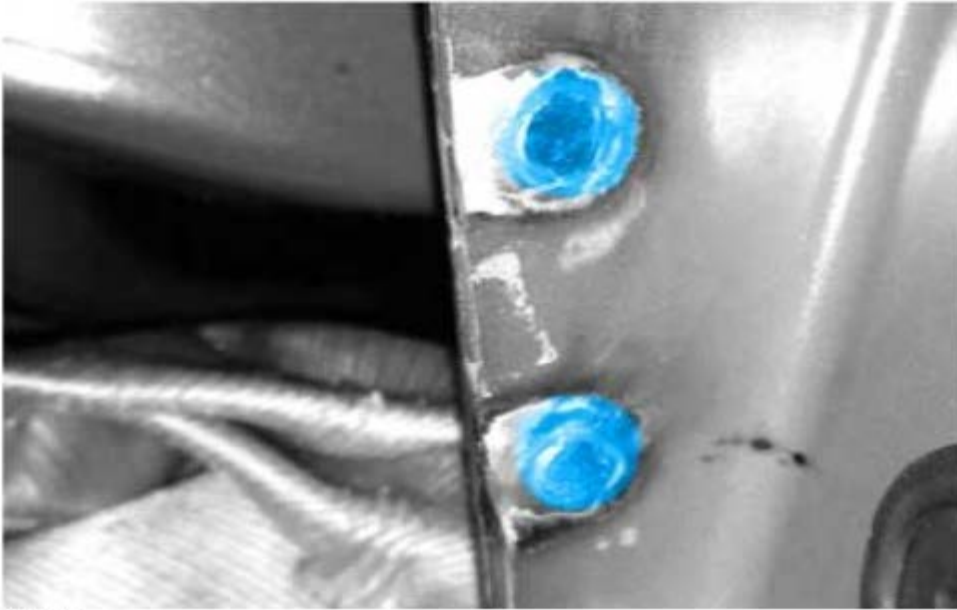


 CAUTION: Use suitable welding blankets to protect the vehicle from any damage before continuing

11.  NOTE: Make sure the body panel skins are clamped together before welding.

Plug weld the spot weld positions which have been drilled out.

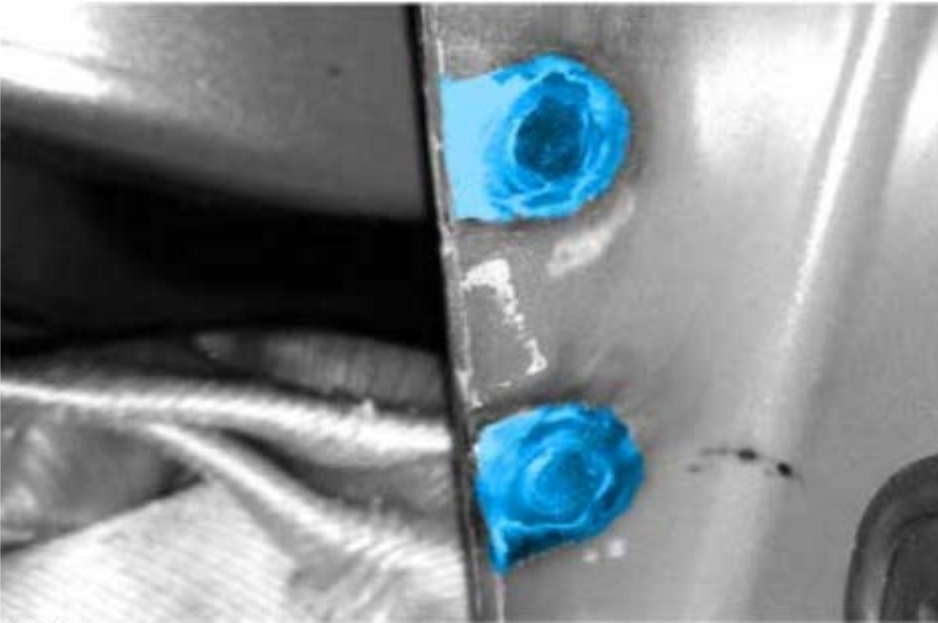
- Allow the weld(s) to cool.
- Remove the clamp.




E202948

12. Grind the weld(s) back flush with the painted panel on the front of the seam.

- Clean up the area on the rear side of the seam.



E202949

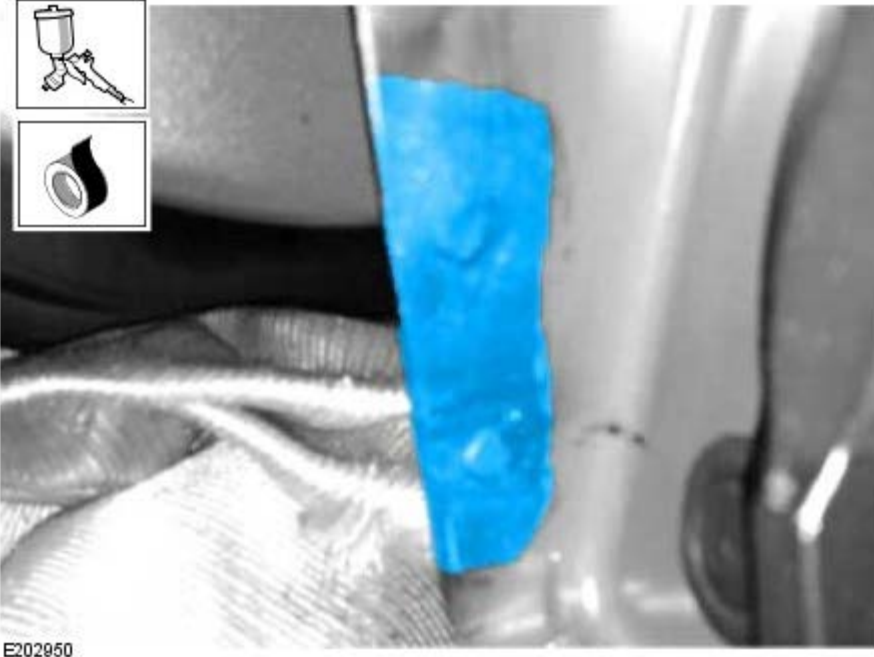
13.  **CAUTION:** Make sure to mask off the surrounding area to avoid overspray.



NOTE: Make sure to paint both sides of the seam.

Paint the area around the new weld(s) with a suitable primer.

- Allow the primer to dry before continuing to step 14.

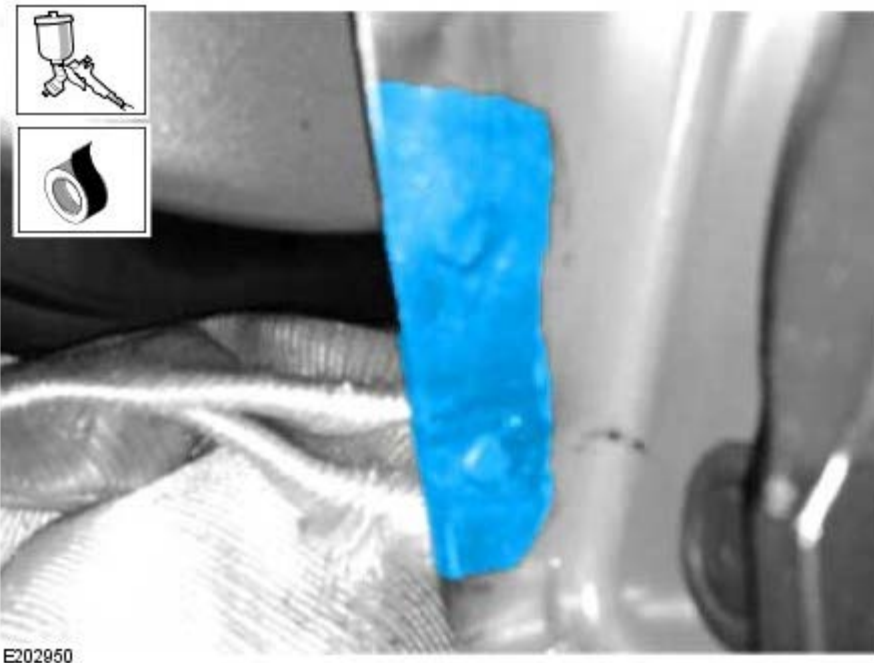


14.  **CAUTION:** Make sure to mask off the surrounding area to avoid overspray.

 **NOTE:** Make sure to paint both sides of the seam.

Paint the area around the new weld(s) with a body colored top coat.

- Allow the top coat to dry.



15. Install the rear bumper cover (see TOPIx Workshop Manual section: 501-19 - Bumpers - Rear Bumper Cover).

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 73195 - Q658 UPS9116-4B Right hand side - Rear Wheel-Arch & Rear Tail Lamp Aperture Spot Welds

Models : LV - Evoque

Engineer : Bottomley Ben

Date Last Updated : 15-02-2017 07:45:03

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 9116-4B- Right Hand Side - Rear Wheel-Arch & Rear Tail Lamp Aperture Spot Welds \(NAS ONLY\).pdf](#)