



SERVICE ACTION N069: REAR WHEEL ARCH BLANKING
SEALS NOT INSTALLED

SERVICE BULLETIN

04-AUG-17

NO.: SGI17-39

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and, in some cases, a number of blanking seals have been omitted from the rear right wheel arch area.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)
Model Year: 2017
VIN: 157925-158184

Range Rover (L405)
Model Year:2017
VIN: 357713-357873

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 04 August 2017).

EFFECT ON VEHICLE OPERATION

Investigations have identified that the blanking seals are to stop any possible water ingress from entering this area. The first signs of any concern will be witnessed as a wet carpet in the rear and condensation within the vehicle.

SERVICE PROGRAM / REWORK ACTION

Retailers will inspect for the installation of blanking seals and, if necessary, install seals if any are not installed. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owners will receive a notification by mail on or before the week of 4 September 2017.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N069NAS, *Service Action: Rear Wheel Arch Blanking Seals Not Installed*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE*	QTY. / VALUE*	EXPECTED % OF VEHICLES REQUIRING PART
Blanking seal	AZP500060	4	100

TOOLS

Refer to Technical Bulletin noted above 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 Recall 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 the Program Code together with the relevant Option Code. The 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.

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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 August 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
N069	B	Remove rear wheel arch liner, inspect blanking seals, and install if required	76.10.49.10	0.50 - Range Rover Sport (L494) 0.40 - Range Rover (L405)	AZP500060	4
N069	C	Remove rear wheel arch liner, inspect blanking seals, and install if required	76.10.49.10	0.50 - Range Rover Sport (L494) 0.40 - Range Rover (L405)	AZP500060	4
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

September 2017

Service Action N069: Rear Wheel Arch Blanking Seals Not Installed

**Vehicles Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2017**

Dear Land Rover Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N069) for owners of certain 2017 model year Land Rover Range Rover Sport and Range Rover vehicles.

What is the reason for this program?

Investigations have identified that a number of blanking seals have been omitted from the rear right wheel arch area. These seals are intended to stop water from entering into this area.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will inspect for the installation of blanking seals and, if necessary, install seals if any are not installed.

There will be no charge for this repair under this program.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N069'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take less than 45 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Centre at 800-346-3493, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: lrcweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Centre
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Relationship Centre Manager

September 2017

Service Action N069: Rear Wheel Arch Blanking Seals Not Installed

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Model Year: 2017**

Dear Land Rover Owner,

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How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 45 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

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If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Centre
555 MacArthur Boulevard
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

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