



SERVICE ACTION N039: ENGINE HEATSHIELD FIXINGS LOOSE

SERVICE BULLETIN

28-JUL-17

NO.: SGI17-37

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 with engine heatshield fasteners not tightened to the correct torque value. In cases where fasteners are not to the correct torque value, a heatshield may: become loose, leading to an audible noise; or dislodge from its location and drop down onto the engine undershield. In an instance where the heatshield dislodges, any component within 150mm/6in that is not metallic or ceramic that would have been protected will be at risk of heat damage.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494; TDV6 3.0L Diesel)
Model Year: 2017
VIN: 683510-684084

Visit the InfoTrail website for a list of affected unsold vehicles (as of 27 July 2017).

SERVICE PROGRAM / REWORK ACTION

Retailer will tighten the heatshields fasteners to the correct torque value. There will be no charge to owners for this action under this program.

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 N039NAS, *Service Action: Engine Heatshield Fixings Loose*, for detailed repair instructions.

PARTS

No parts required.

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 **30 June 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
N039	B	Torque heatshield fasteners	05.10.40	0.40	-	-
N039	C	Torque heatshield fasteners	05.10.40	0.40	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.