

N142 UPS10817-1BNAS1



TECHNICAL BULLETIN

11 DEC 2017

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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.

INFORMATION

SECTION:

501-05: Interior Trim and Ornamentation

SUBJECT/CONCERN:

Update Prior to Sale: Missing Carpet Mats

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:

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Discovery Sport (LC)	2018	722308-739257	Halewood

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front and rear carpet mats are missing from the vehicle.

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 Workshop Procedure 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.

This program does not apply to any vehicle 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 Field Action or Technical Bulletin.

PARTS:

NOTE:

Order only the expected percentage demand of parts identified.
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DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Carpet mats - Ebony	LR087304	1	86%
Carpet mats - Lunar/cirrus	LR087305	1	9%
Carpet mats - Ebony/almond	LR087306	1	4%
Carpet mats - Lunar/glacia	LR087307	1	1%

SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

WARRANTY:

NOTE:

Check DDW to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may 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 **06 December 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

NOTE:

If the vehicle has carpet mats (as previously claimed as a shortage in the Warranty system), no further action is needed. Return the vehicle to inventory and send an email with the full 17-character VIN to the Field Service Actions team (jlrcamp@jaguarlandrover.com) asking for the vehicle to be removed from UPS10817 (Program Code N142).

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
N142	A	Install carpet mats - Ebony	06.10.35	0.1	LR087304	1
N142	B	Install carpet mats - Ebony Drive in/drive out	06.10.35 02.02.02	0.1 0.2	LR087304 -	1 -
N142	C	Install carpet mats - Lunar/cirrus	06.10.35	0.1	LR087305	1
N142	D	Install carpet mats - Lunar/cirrus Drive in/drive out	06.10.35 02.02.02	0.1 0.2	LR087305 -	1 -
N142	E	Install carpet mats - Ebony/almond	06.10.35	0.1	LR087306	1
N142	F	Install carpet mats -	06.10.35 02.02.02	0.1 0.2	LR087306 -	1 -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
		Ebony/almond Drive in/drive out				
N142	G	Install carpet mats - Lunar/glacia	06.10.35	0.1	LR087307	1
N142	H	Install carpet mats - Lunar/glacia Drive in/drive out	06.10.35 02.02.02	0.1 0.2	LR087307 -	1 -

Normal Warranty policies and procedures apply.

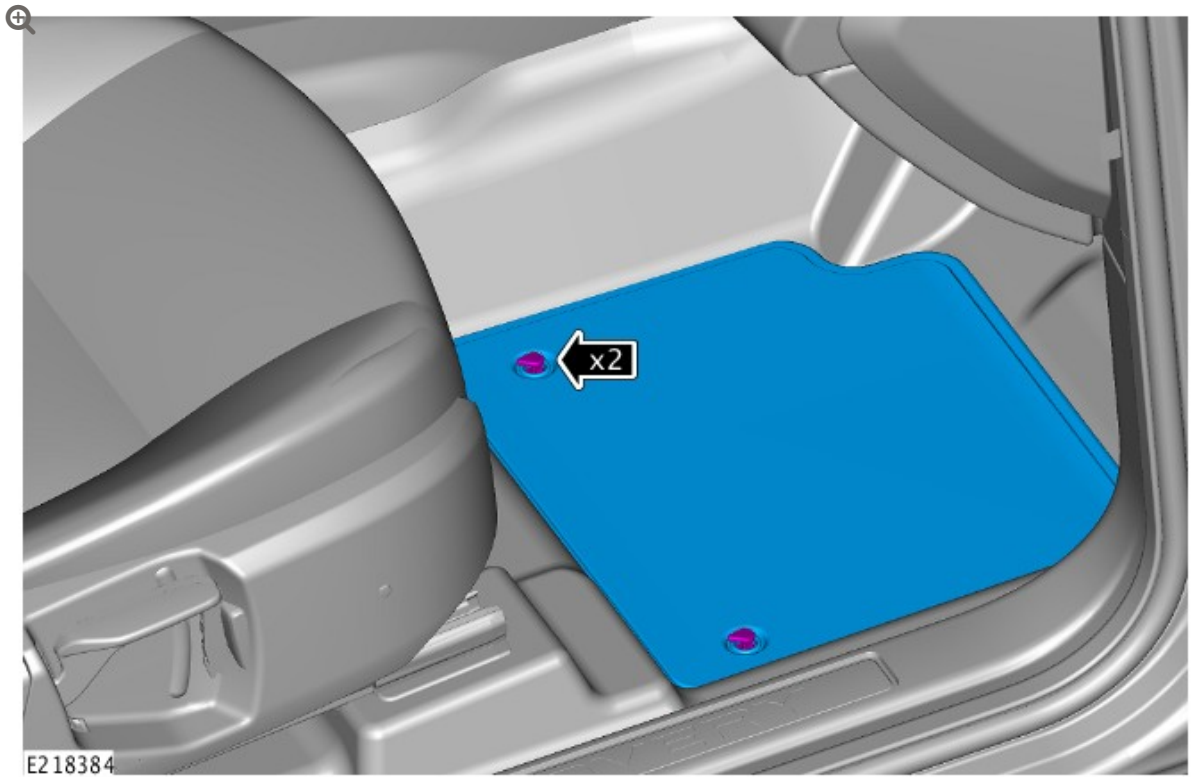
WORKSHOP PROCEDURE:

- 1 Check vehicle for carpet mats.
 - 1 If the vehicle has carpet mats (as previously claimed as a shortage in the Warranty system), no further action is needed.
 - Return the vehicle to inventory and send an email with the full 17-character VIN to the Field Service Actions team (jlrcamp@jaguarlandrover.com) asking for the vehicle to be removed from UPS10817 (Program Code N142).
 - 2 If the vehicle does not have carpet mats, go to the next Step.
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NOTES:

- Front right carpet mat shown; other carpet mats similar.
- If the vehicle has all-weather mats fitted, place carpet mats in the luggage compartment.



Install carpet mats to the front and the rear of the vehicle.