



# UPDATE PRIOR TO SALE UPS10817-1B: MISSING CARPET MATS

# SERVICE BULLETIN

11-DEC-17

NO.: SGI17-58

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the front and rear carpet mats are missing from the vehicle.

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.

### AFFECTED VEHICLE RANGE

Discovery Sport (L550)  
Model Year: ..... 2017  
VIN: ..... 722308-739257

Visit the InfoTrail website for a list of affected unsold vehicles (as of 11 December 2017).

### SERVICE PROGRAM / REWORK ACTION

Retailers will install the correct front and rear carpet mats to the vehicle. 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.

Refer to Technical Bulletin UPS10817-1bNAS, *Update Prior to Sale: Missing Carpet Mats*, 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
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

### 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, 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 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 **06 December 2018** 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*
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 - Ebony/almond Drive in/drive out	06.10.35 02.02.02	0.1 0.2	LR087306 -	1 -
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.*

## CUSTOMER COMMUNICATION

Should this Program 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 is 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 vehicles.*

*Jaguar Land Rover has 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 apologize 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 Update Prior to Sale program.

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 this specific 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.