



# SERVICE ACTION N109: SLIDING ARMREST RATTLE AND EXCESSIVE FREE PLAY

## SERVICE BULLETIN

04-JAN-18

NO.: SGI17-56  
(ISSUE 2)

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover Range Rover Velar vehicles within the listed Affected Vehicle Range where the front floor console sliding left and right armrests have free play back and forth.

### AFFECTED VEHICLE RANGE

Range Rover Velar (L560)  
Model Year: ..... 2018  
VIN: ..... 706466-712539

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 07 December 2017).

### SERVICE PROGRAM / REWORK ACTION

Retailers will modify the floor console compartment lids/sliding armrests. 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 N109NAS, *Service Action: Sliding Armrest Rattle And Excessive Free Play*, 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
Buffer	LR111940	4	100
Loctite Cyanocrylate 498 Glue	*ZZZ001	*\$31.25	100

\* - an allowance (\$31.25 USD or local equivalent) has been provided to cover the cost of the Loctite Cyanocrylate 498 glue (sufficient to repair 40 vehicles). Claim using Sundry Code 'ZZZ001'.

### 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 November 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

**NOTE: Option Codes B and C may only be claimed for the first of 40 vehicles repaired.**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
N109	B	Floor console compartment lid modification - including glue	76.25.89.25	0.20	LR111940 *ZZZ001	4 *\$31.25
N109	C	Floor console compartment lid modification - including glue Drive in/drive out	76.25.89.25 02.02.02	0.20 0.20	LR111940 *ZZZ001 -	4 *\$31.25 -
N109	F	Floor console compartment lid modification - NOT including glue	76.25.89.25	0.20	LR111940	4
N109	G	Floor console compartment lid modification - NOT including glue Drive in/drive out	76.25.89.25 02.02.02	0.20 0.20	LR111940 -	4 -

\* - an allowance (\$31.25 USD or local equivalent) has been provided to cover the cost of the Loctite Cyanocrylate 498 glue (sufficient to repair 40 vehicles). Claim using Sundry Code 'ZZZ001'.

*Normal Warranty policies and procedures apply.*