

N109NAS2



TECHNICAL BULLETIN

04 JAN 2018

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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

Changes are highlighted in blue

SECTION:

501-12: Instrument Panel and Console

SUBJECT/CONCERN:

Service Action: Sliding Armrest Rattle And Excessive Free Play

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Velar (LY)	2018	706466-712539	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front floor console left and right sliding armrests have free play back and forth.

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.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

NOTES:

- Order only the expected percentage demand of parts identified.
 - * - 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'.

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Buffers	LR111940	4	100
Loctite Cyanocrylate 498 Glue	ZZZ001*	*\$31.25	100

SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special 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 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 **30 November 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

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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	0.2	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	0.2 0.2	LR111940 ZZZ001 -	4 \$31.25 -
N109	F	Floor console compartment lid modification - NOT including glue	76.25.89.25	0.2	LR111940	4
N109	G	Floor console compartment lid modification - NOT including glue Drive In/Drive Out	76.25.89.25 02.02.02	0.2 0.2	LR111940 -	4 -

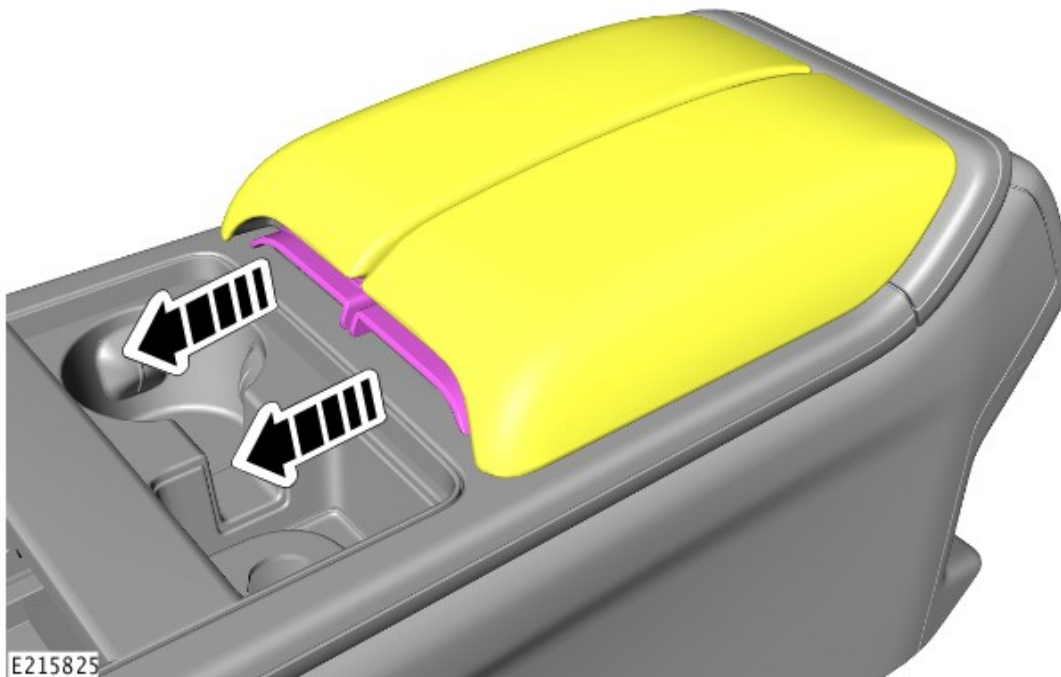
NOTE:

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Normal Warranty policies and procedures apply.

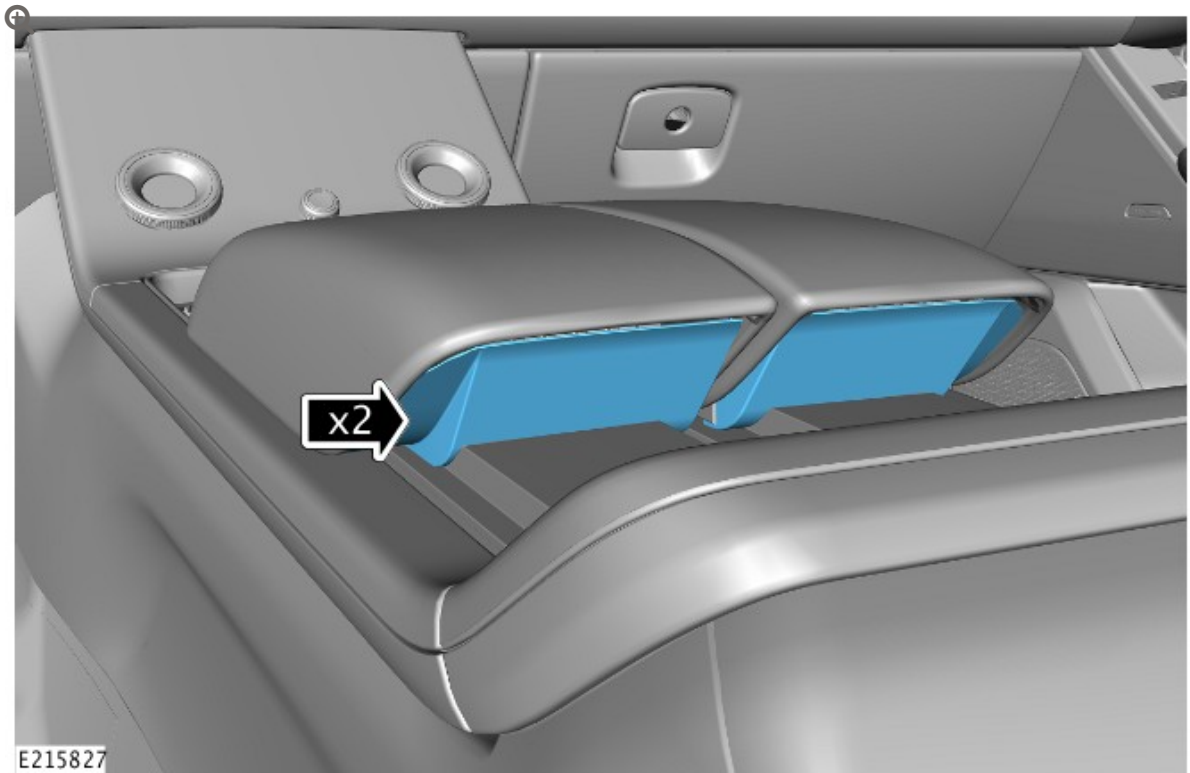
WORKSHOP PROCEDURE:

1

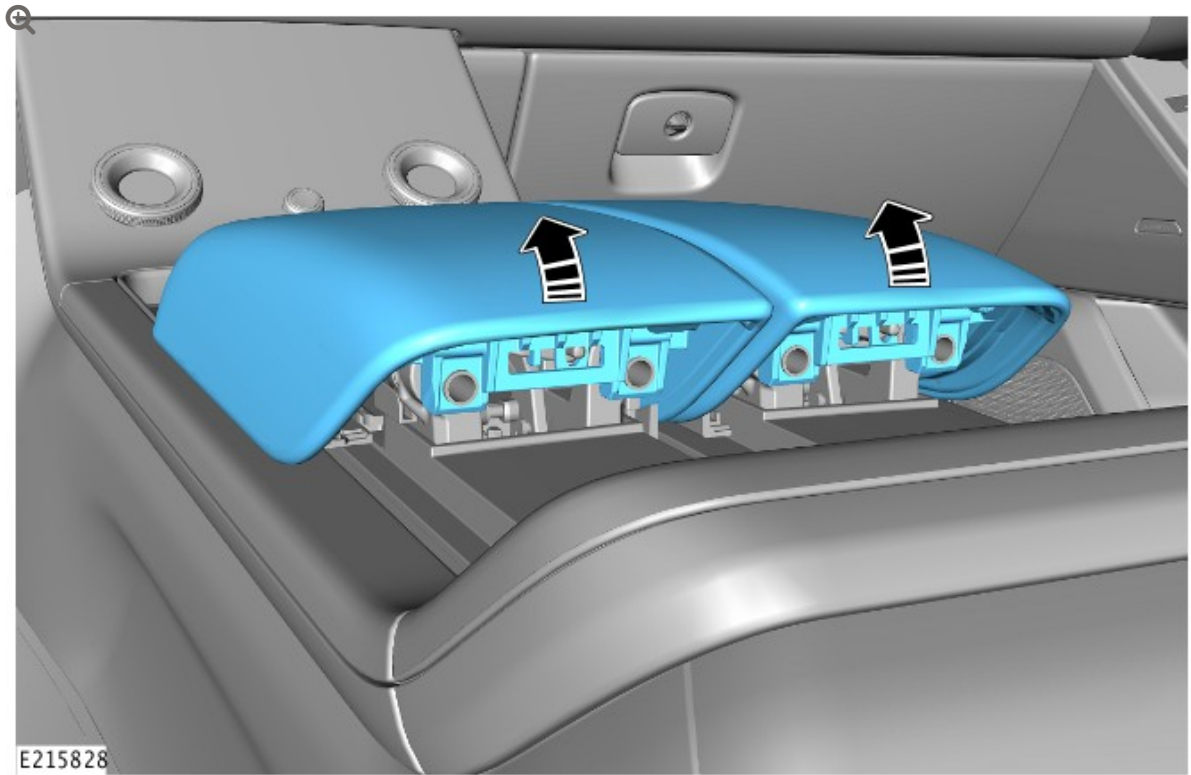


Slide both floor console storage compartment lids to the forward position.

2

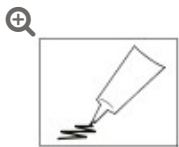


Using a suitable trim tool, remove both floor console stowage compartment lid rear trims.



Remove both floor console stowage compartment lids.

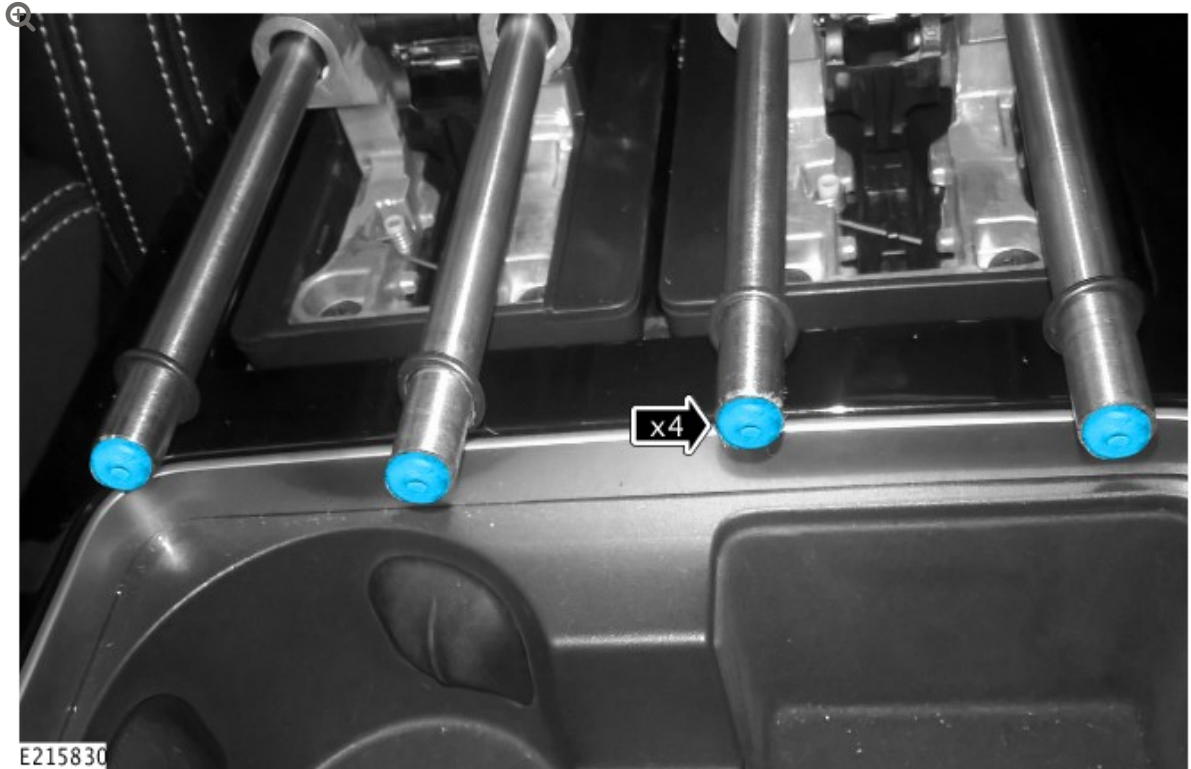
4



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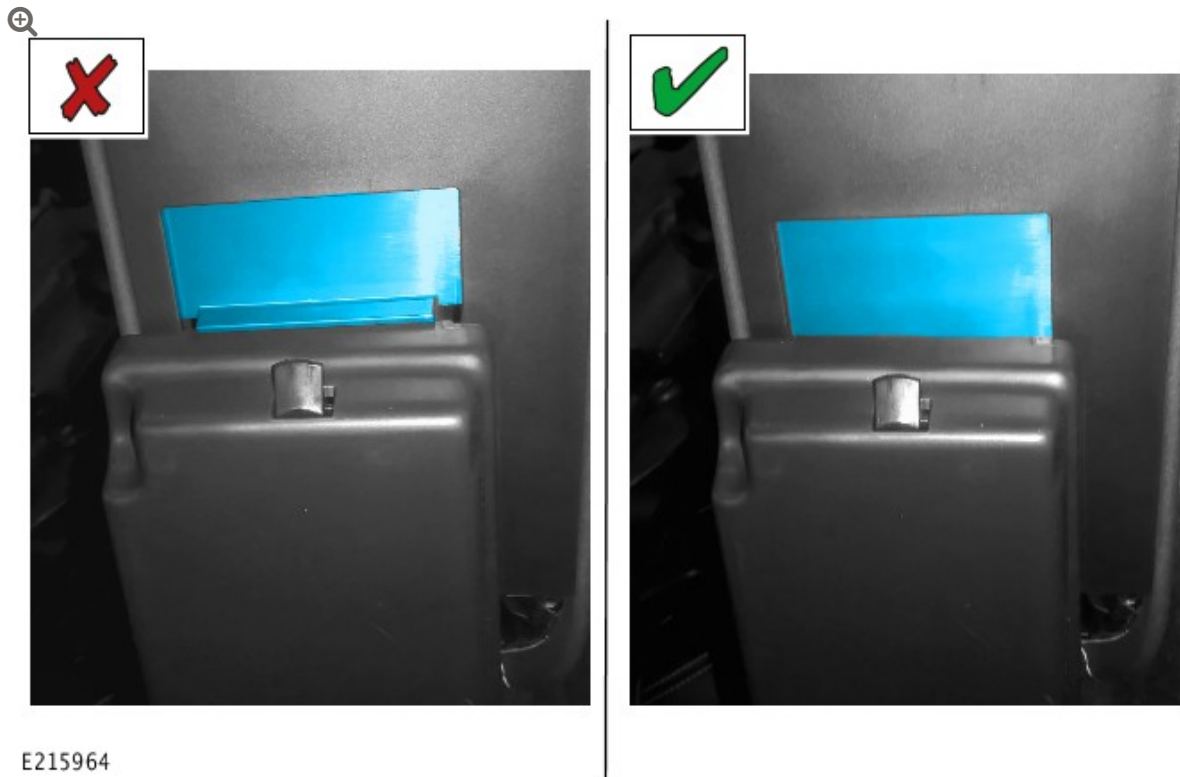
Apply glue to the 4 rubber buffers.

5



Install the 4 rubber buffers into the front end of the sliding arms.

6



Visually inspect the floor console storage compartment lids.

- If the gap hider is installed correctly (✓), go to Step 7.
- If the gap hider is not installed correctly (✗), push the gap hider into its correct location.
 - Once the gap hider is installed correctly (✓), go to Step 7.

7 Reverse Steps 1-3 to install the floor console storage compartment lids.