



LTB01162NAS1

TECHNICAL BULLETIN

14 MAR 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

SECTION:

501-05: Interior Trim and Ornamentation

SUBJECT/CONCERN:

Interior Veneer Inserts Scratched

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2018 Onwards	147938 Onwards	Solihull
Range Rover (LG)	2018 Onwards	377528 Onwards	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The interior veneer inserts may be scratched.

CAUSE:

This may be caused by the vehicle protection covers installed to the vehicle during transportation leaving fine scratches on the interior veneer inserts.

ACTION:

Should a customer express a concern, follow the appropriate Workshop Procedure below.

PARTS:**NOTE:**

*An allowance of \$31.25 USD or local equivalent has been allocated to cover the cost of locally sourcing 3M Finesse-It finishing polish (09639). Claim using 'ZZZ001'.

PART NUMBER	DESCRIPTION	QUANTITY
ZZZ001*	3M Finesse-It finishing polish - 09639	31.25*

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Interior veneer inserts - Inspect for scratches	76.11.88.43	0.10	70	LR098554
Interior veneer inserts - Inspect and remove scratches	76.11.88.44	0.20	70	LR098554

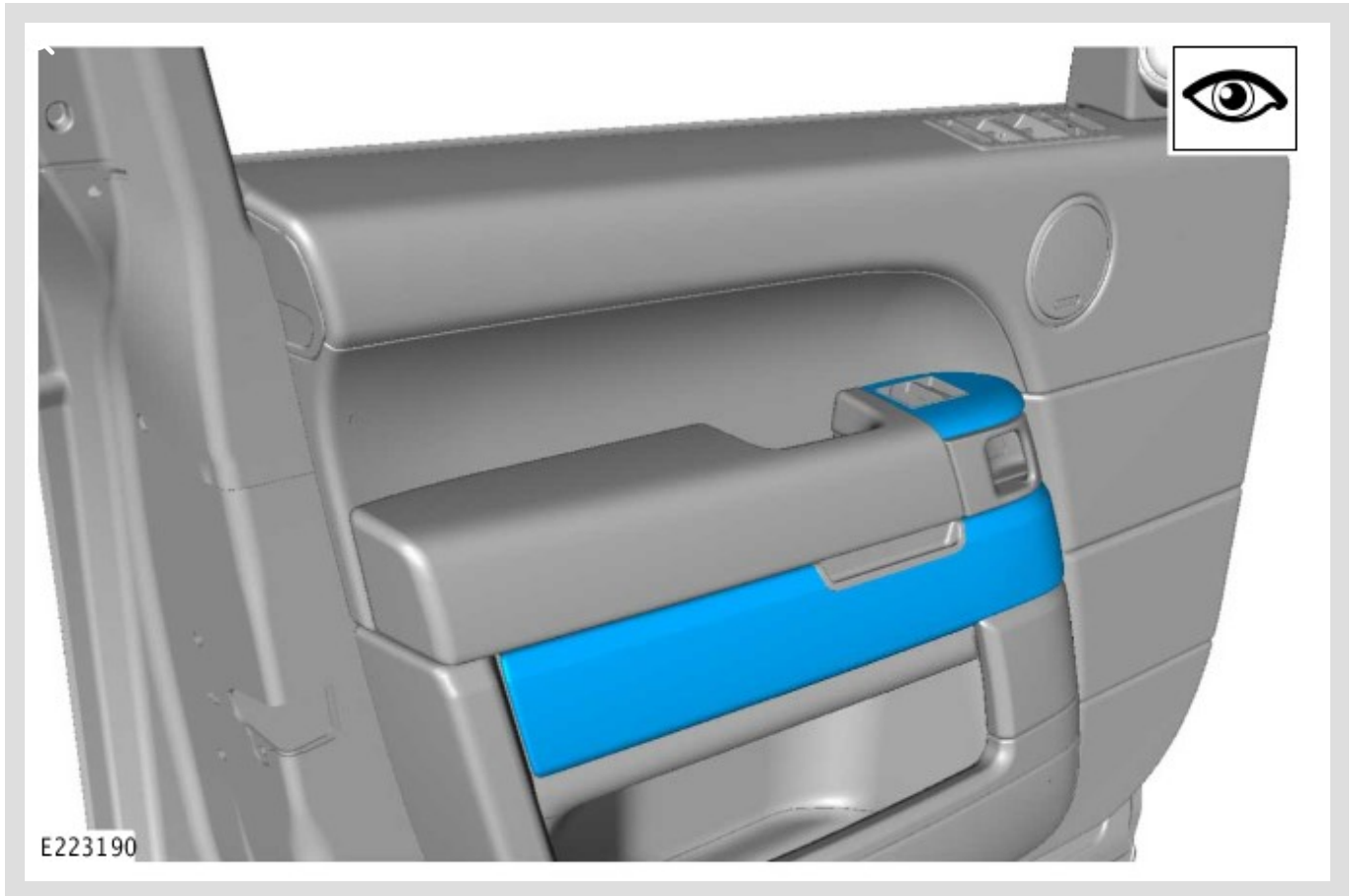
NOTE:

Normal Warranty procedures apply.

WORKSHOP PROCEDURE 'A':

This Workshop Procedure is for the following vehicles ONLY: Range Rover Sport (L494).

1



Open the front left door.

- Inspect the door trim panel veneer inserts for scratches.
 - If scratches are not present, go to Step 3.
 - If scratches are present, go to Step 2.

2

ⓘ CAUTIONS:

- Take care not to damage the veneer inserts; apply only light pressure.
- A clean, lint-free microfiber cloth (or equivalent) must be used.

△ NOTE:

Illustrations may vary depending on the trim level of the vehicle.

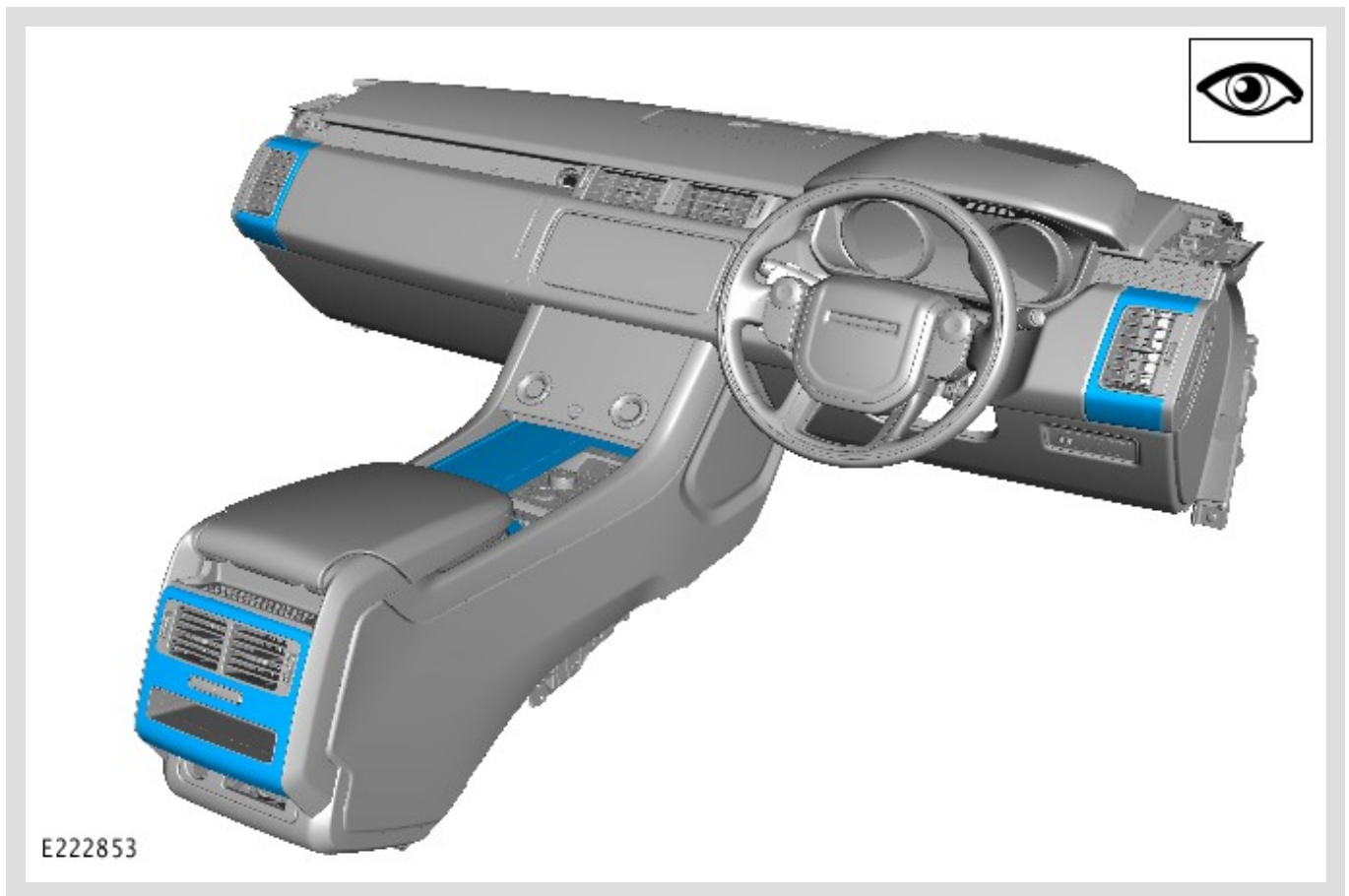
Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

3 Close the front left door.

4 Repeat steps 1-2 to the front right door **before** continuing to step 5.

5  **NOTE:**

Right-hand Drive (RHD) shown; Left-hand Drive (LHD) similar.



Inspect the floor console and instrument panel veneer inserts for scratches.

- If scratches are not present, go to Step 7.
- If scratches are present, go to Step 6.

6  **CAUTIONS:**

- Take care not to damage the veneer inserts; apply only light pressure.
- A clean, lint-free microfiber cloth (or equivalent) must be used.

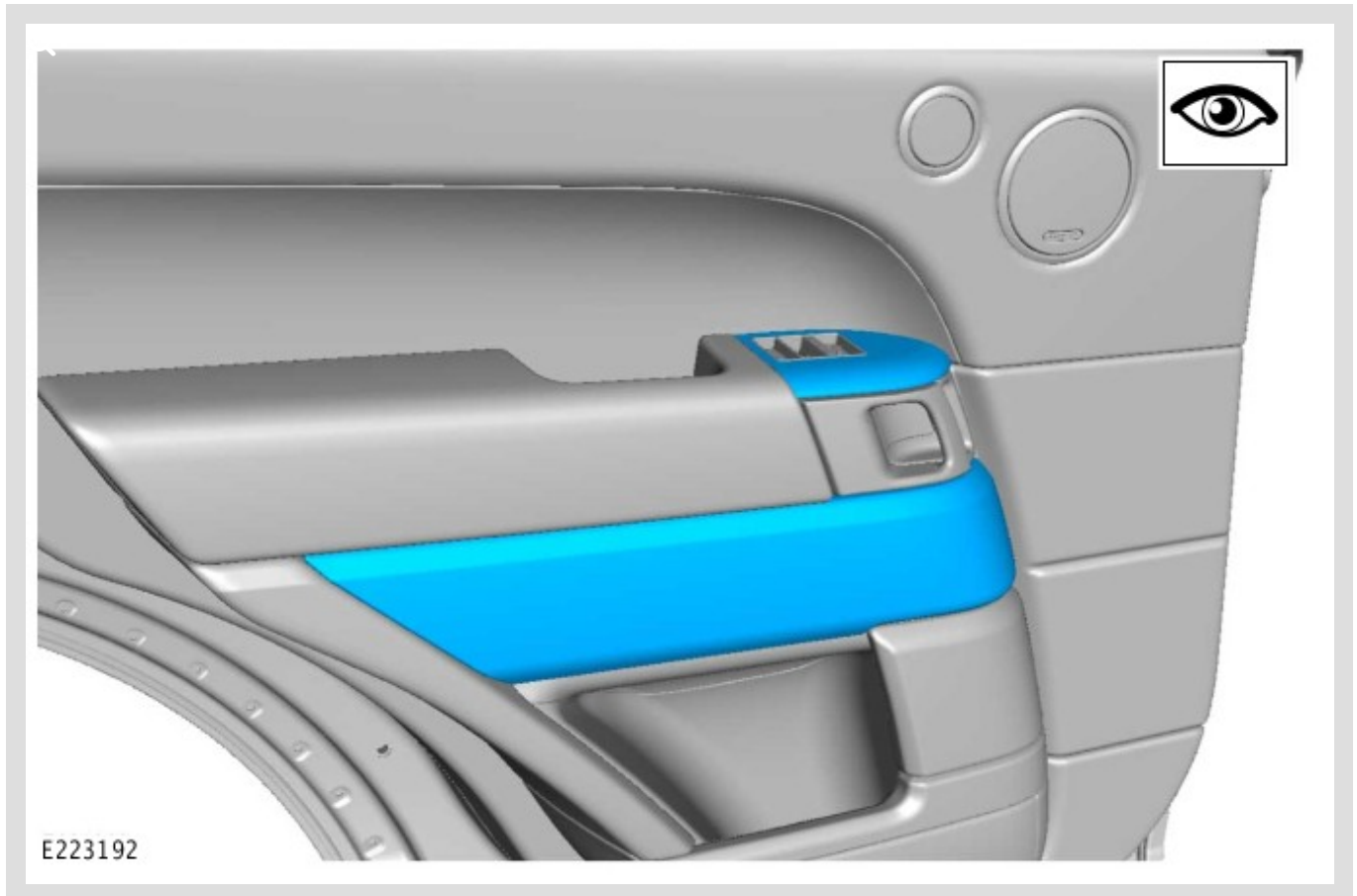
NOTE:

Illustrations may vary depending on the trim level of the vehicle.

Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

7 Close the front right door.

8



Open the rear left door.

- Inspect the door trim panel veneer inserts for scratches.
 - If scratches are not present, go to Step 10.
 - If scratches are present, go to Step 9.

9

CAUTIONS:

- Take care not to damage the veneer inserts; apply only light pressure.

- A clean, lint-free microfiber cloth (or equivalent) must be used.

 **NOTE:**

Illustrations may vary depending on the trim level of the vehicle.

Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

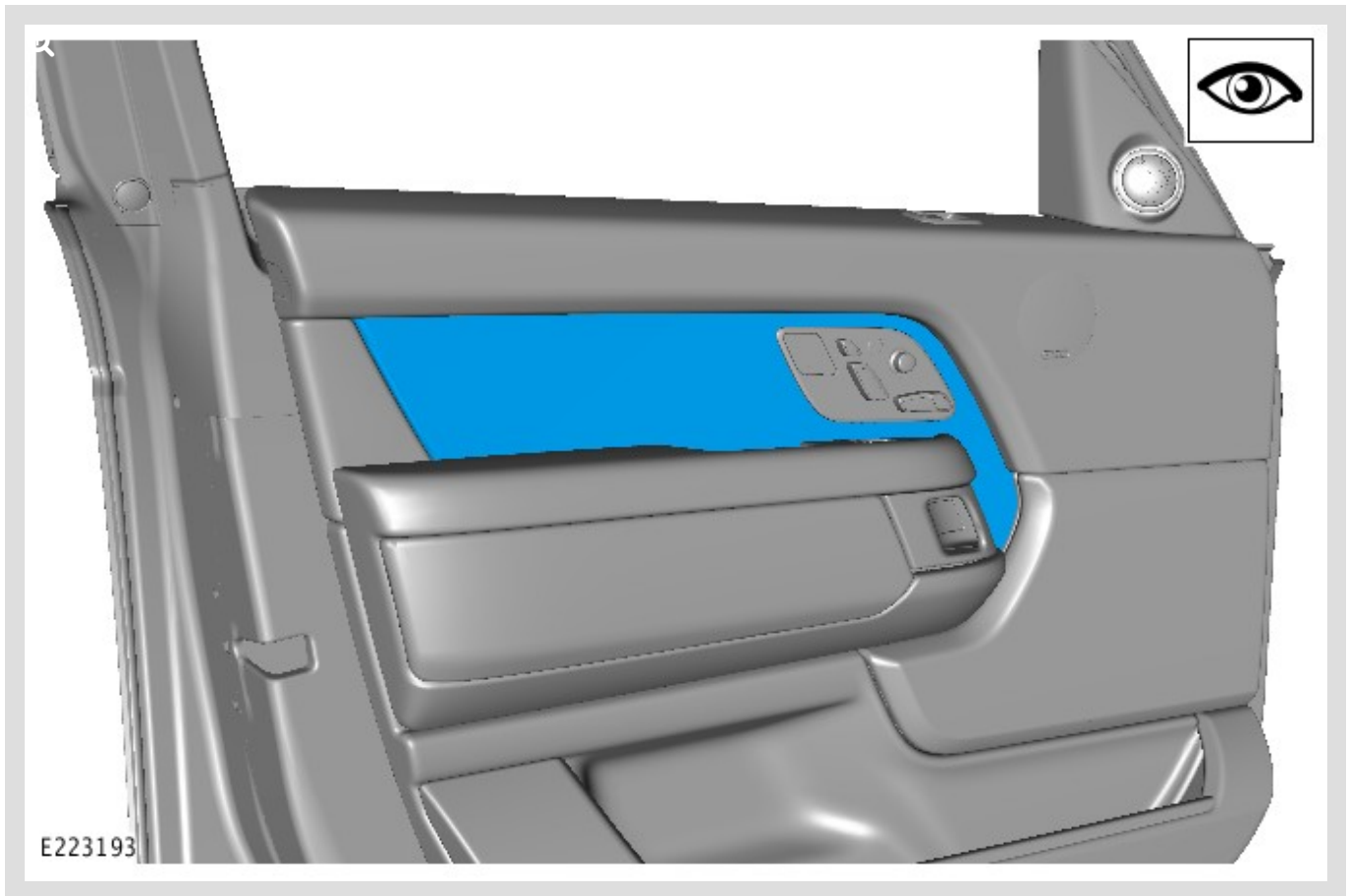
10 Close the rear left door.

11 Repeat steps 8-10 to the rear right door.

WORKSHOP PROCEDURE 'B':

This Workshop Procedure is for the following vehicles ONLY: Range Rover (L405).

1



Open the front left door.

- Inspect the trim panel veneer inserts for scratches.
 - If scratches are not present, go to Step 3.
 - If scratches are present, go to Step 2.

2

CAUTIONS:

- Take care not to damage the veneer inserts; apply only light pressure.
- A clean, lint-free microfiber cloth (or equivalent) must be used.

NOTE:

Illustrations may vary depending on the trim level of the vehicle.

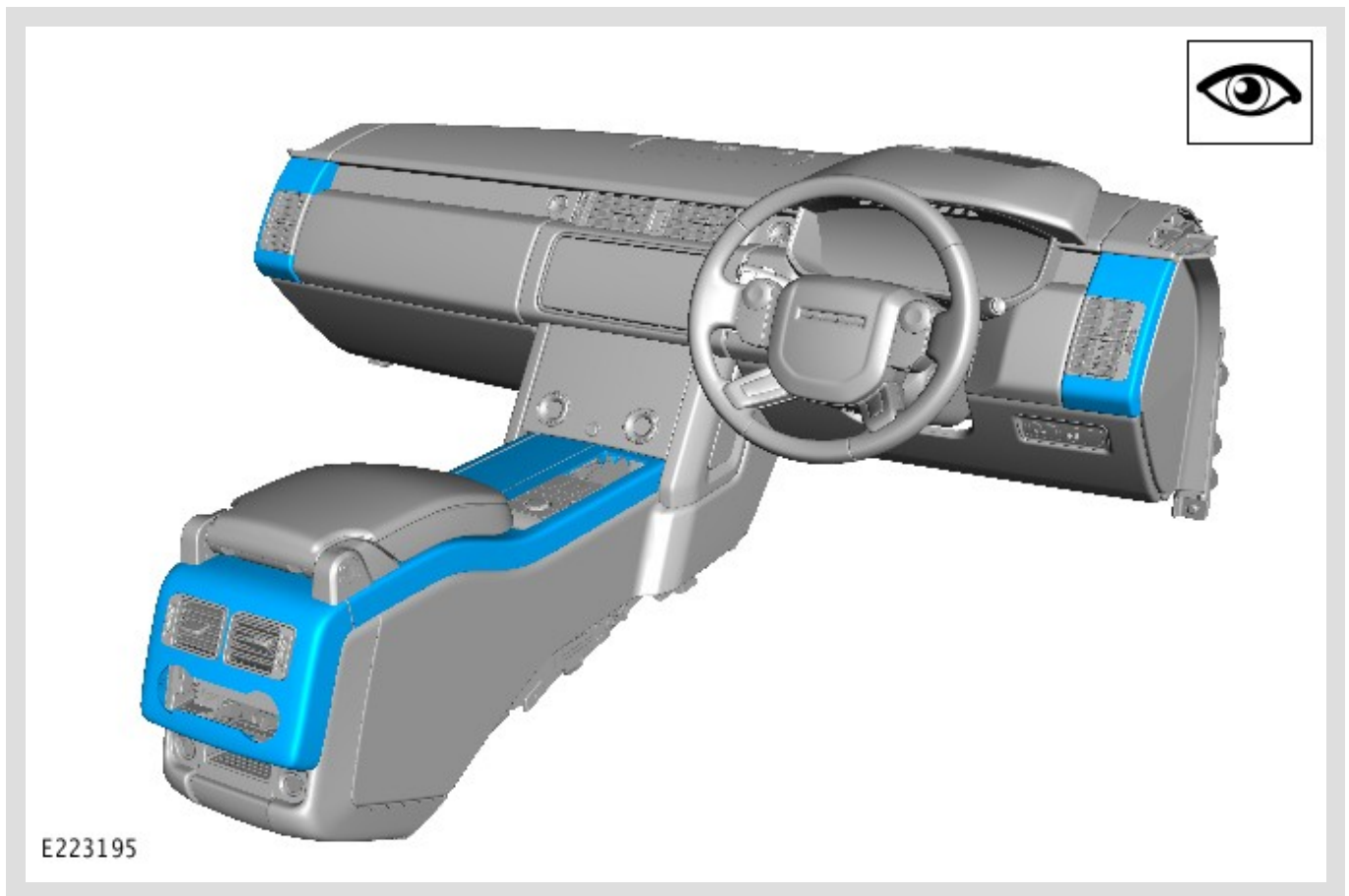
Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

3 Close the front left door.

4 Repeat steps 1-2 to the front right door **before** continuing to step 5.

5  **NOTE:**

Right-hand Drive (RHD) shown; Left-hand Drive (LHD) similar.



Inspect the floor console and instrument panel veneer inserts for scratches.

- If scratches are present, go to Step 6.
- If scratches are not present, go to Step 7.

6  **CAUTIONS:**

- Take care not to damage the veneer inserts; apply only light pressure.
- A clean, lint-free microfiber cloth (or equivalent) must be used.

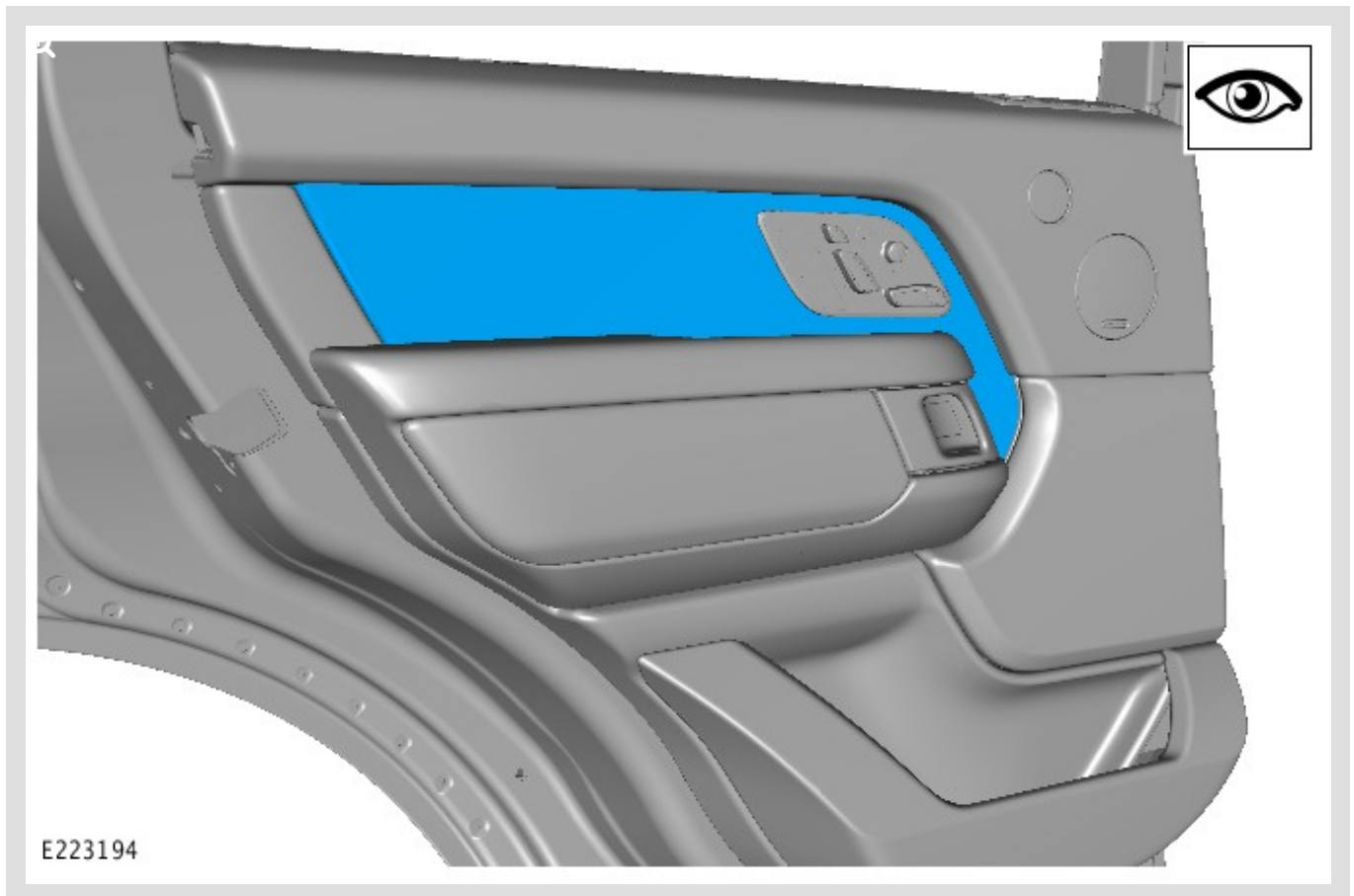
NOTE:

Illustrations may vary depending on the trim level of the vehicle.

Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

7 Close the front right door.

8



Open the rear left door.

- Inspect the door trim panel veneer inserts for scratches.
 - If scratches are not present, go to Step 10.
 - If scratches are present, go to Step 9.

9

CAUTIONS:

- Take care not to damage the veneer inserts; apply only light pressure.

- A clean, lint-free microfiber cloth (or equivalent) must be used.

 **NOTE:**

Illustrations may vary depending on the trim level of the vehicle.

Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

10



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Lower the second row seat center backrest.

11



Inspect the second row seat center backrest veneer inserts for scratches.

- If scratches are not present, go to Step 13.
- If scratches are present, go to Step 12.

12

⚠ CAUTIONS:

- Take care not to damage the veneer inserts; apply only light pressure.
- A clean, lint-free microfiber cloth (or equivalent) must be used.

△ NOTE:

Illustrations may vary depending on the trim level of the vehicle.

Use the polish and a clean, lint-free microfiber cloth (or equivalent) to gently remove any scratches from the veneer inserts.

13

Close the rear left door.

14 Repeat steps 8-9 to the rear right door.