



# SERVICE ACTION N194: TORSIONAL DAMPER BOLT INCORRECT TORQUE

## SERVICE BULLETIN

09-APR-18

NO.: SGI18-17

SEC.: GENERAL  
INFORMATION

MKT.: USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range which have had a transfer case replacement and, as a result of an incorrect instruction in the Workshop Manual, may have had the incorrect torque applied to secure the torsional damper.

### AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: ..... 2017

VIN / Selling Retailer: ..... 033497 / Land Rover Reno

Range Rover Sport (L494)

Model Year: ..... 2017

VIN / Selling Retailer: ..... 126812 / Land Rover San Diego

..... 130760 / Land Rover Merriam

..... 143492 / Land Rover Encino

..... 157592 / Land Rover Chicago

### EFFECT ON VEHICLE OPERATION

If the transfer case torsional damper bolt has not been tightened to the correct torque value, a rattle noise may be present from underneath the vehicle.

### SERVICE PROGRAM / REWORK ACTION

Retailers will replace the transfer case torsional damper retaining bolt and tighten it to the correct torque value. There will be no charge to owners for this action under this program.

### OWNER NOTIFICATION

The five affected vehicles have been retailed. Owners will receive a notification by mail on or before the week of 07 May 2018.

### ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to ensure that the vehicle is affected by this program prior to undertaking any rework action.

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

Refer to Technical Bulletin N194NAS, *Service Action: Torsional Damper Bolt Incorrect Torque*, 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
Transfer case damper retaining bolt	IYP500080	1	100

## TOOLS

Refer to Technical Bulletin noted above for any required tools.

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system 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 the Jaguar Land Rover claims submission system 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 March 2020 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
<b>N194</b>	<b>B</b>	Transfer case damper retaining bolt - Renew	41.20.85	0.2	IYP500080	1
<b>N194</b>	<b>C</b>	Transfer case damper retaining bolt - Renew	41.20.85	0.2	IYP500080	1
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*

May 2018

**Service Action N194: Torsional Damper Bolt Incorrect Torque**

**Vehicle Affected: Discovery, Range Rover Sport  
Model Year: 2017**

**Dear Land Rover Owner,**

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code N194) for owners of certain 2017 model year Land Rover Discovery and Range Rover Sport vehicles.

**What is the reason for this program?**

The incorrect torque may have been applied to the transfer case torsional damper bolt. If the bolt has not been tightened to the correct torque value, a rattle noise may be present from underneath the vehicle.

**What will Land Rover and your authorized Land Rover retailer do?**

An authorized Land Rover retailer will replace the transfer case torsional damper retaining bolt and tighten it to the correct torque value. There will be no charge for this repair.

**What should you do?**

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N194'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky  
Customer Relationship Center Manager

Sample