



UPDATE PRIOR TO SALE N212 UPS5718-4B:
INCORRECTLY ASSEMBLED ENGINE OIL PUMP

SERVICE BULLETIN

19-JUN-18

NO.: SGI18-24

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 may have an incorrectly assembled engine oil pump.

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

Range Rover Velar (L560; Ingenium I4 2.0L petrol)
Model Year: 2018
VIN: 773287

SERVICE PROGRAM / REWORK ACTION

Retailers will replace the engine oil pump. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submissions system to make sure 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 N212 UPS5718-4bNAS, *Update Prior to Sale: Incorrectly Assembled Engine Oil Pump*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Oil pump	LR087668	1	100
Oil pump gear bolt	LR073766	1	100
Oil pan drain plug	LR073675	1	100
Oil level gauge seal	LR074127	1	100
Oil level gauge seal	LR101425	2	100
Halfshaft support bracket ring	LR101450	1	100
Front differential filler plug	LR093822	1	100
Front differential drain plug	LR096012	1	100
Front halfshaft bolts	LR092703	4	100
Front halfshaft seal Kit	LR093679	1	100
Lower arm to wheel knuckle nut	LR090518	2	100
Halfshaft nut	LR024151	2	100

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Top wheel knuckle bolt	LR090520	2	100
Top wheel knuckle nut	FY110056	2	100
Stabilizer bar link nut	RYH500510	2	100
Subframe bolts	LR090447	6	100
Bottom yoke bolt	LR090641	2	100
Top yoke bolt	FC110136	2	100
Front halfshaft circlip	LR093715	2	100
Caliper carrier bolts	LR097381	4	100
Tie-rod end nuts	LR026275	2	100
Steering column bolt	LR091086	1	100
Engine mount nuts	LR090497	2	100
Crankshaft pulley bolts	LR085468	4	100
Front crankshaft seal	LR093852	1	100
Oil pan sealant	*ZZZ001	*\$19.50	100

* - an allowance of \$19.50 has been provided to cover the cost of the sealant. Claim using Sundry Code 'ZZZ001'.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the [Jaguar Land Rover claims submissions system](#) to make sure 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, Option Code 'X', and the relevant Parts and SRO information. The SRO 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. Use 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 12 June 2019 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
N212	X	Pump - oil - replace	12.60.26	7.7	LR087668	1
					LR073766	1
					LR073675	1
					LR074127	1
					LR101425	2
					LR101450	1
					LR093822	1
					LR096012	1
					LR092703	4
					LR093679	1
					LR090518	2
					LR024151	2
					LR090520	2
					FY110056	2
					RYH500510	2
					LR090447	6
					LR090641	2
					FC110136	2
					LR093715	2
					LR097381	4
LR026275	2					
LR091086	1					
LR090497	2					
LR085468	4					
LR093852	1					
*ZZZ001	*\$19.50					
N212	X	Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

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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.