



SERVICE ACTION N218: D-PILLAR SEALANT MISSING

SERVICE BULLETIN

20-JUN-18

NO.: SGI18-25

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where, in certain adverse weather conditions, water ingress may occur in the D-Pillar area.

AFFECTED VEHICLE RANGE

Range Rover Velar (L560)

Model Year: 2018

VIN: 771972-772293

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 20 June 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will apply sealant to the left D-pillar. There will be no charge to owners for this action under this program.

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.

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 N218NAS, *Service Action: D-Pillar Sealant Missing*, 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
Loctite 595 Sealant	ZZZ001	\$7.80	100

* - an allowance of \$7.80 USD or local equivalent has been provided to cover the cost of the sealant.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission 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 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 June 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
N218	B	D-Pillar apply sealant	76.11.90.04	0.2	ZZZ001*	\$7.80*
N218	C	D-Pillar apply sealant	76.11.90.04	0.2	ZZZ001*	\$7.80*
		Drive in/drive out	02.02.02	0.2		-

* - an allowance of \$7.80 USD or local equivalent has been provided to cover the cost of the sealant.

Normal Warranty policies and procedures apply.