

N251NAS1



TECHNICAL BULLETIN

15 NOV 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:

501-03

SUBJECT/CONCERN:

Service Action: Manual Tailgate Water Leaks

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Velar (LY)	2019	781897-789531

MARKETS:

CONDITION SUMMARY:

SITUATION:

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where, in the event of heavy rain or use of jet wash, water may ingress into the tailgate and leak out from the tailgate latch or passenger assist handle.

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 Diagnostic/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:

 **NOTE:**

Order only the expected percentage demand of parts as identified.

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Sealant - Loctite® 595 (or equivalent)	ZZZ001	\$10.40	100

An allowance of \$10.40USD or local equivalent has been provided to cover the cost of the sealant.

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 open Recall and Service Actions are identified to make sure 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. Use 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 November 30, 2020, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER/SUNDRY CODE	QUANTITY/VAL
N251	A	Apply sealant to the right of the tailgate	76.19.89.39	0.1	ZZZ001	\$10.40
N251	B	Apply sealant to the right of the tailgate Drive in/drive out	76.19.89.39 02.02.02	0.1 0.2	ZZZ001 -	\$10.40 -

An allowance of \$10.40USD or local equivalent has been provided to cover the cost of the sealant.

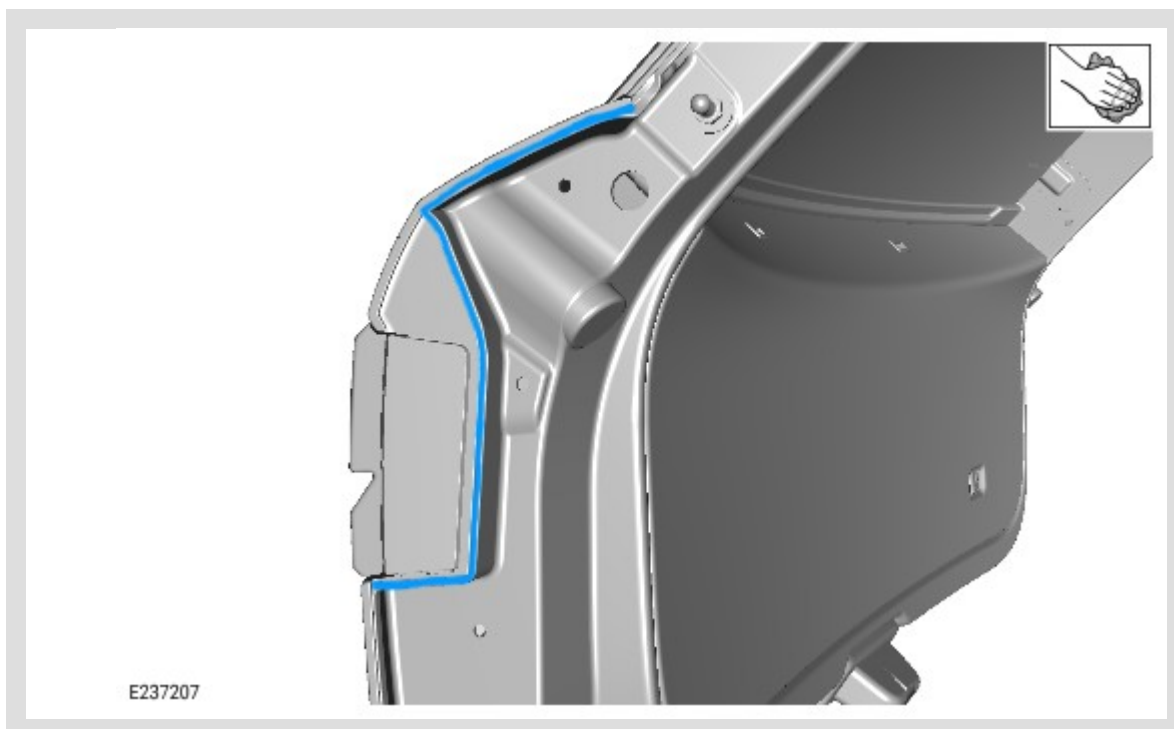
Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

△ NOTE:

Some components shown removed for clarity.

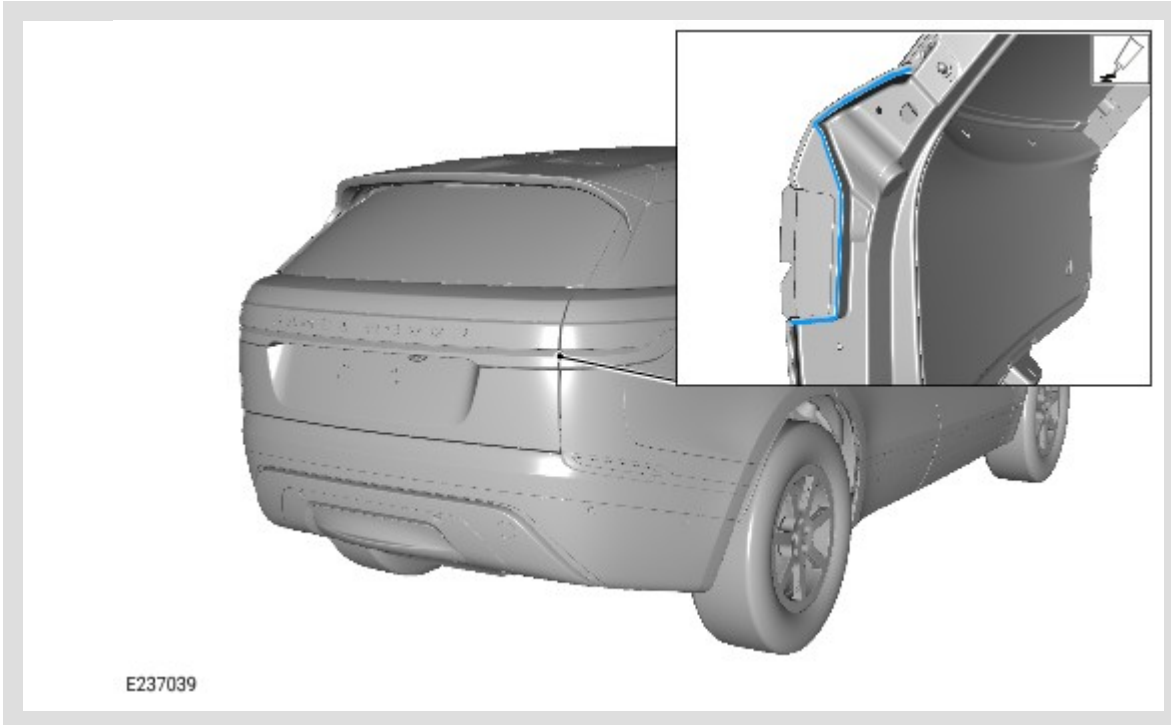
1



Clean the area shown.

△ NOTE:

Allow the sealant to dry before returning the vehicle to the customer.



Apply sealant (Loctite® 595 or equivalent) to the tailgate in the area shown.