

# SERVICE ACTION N251: MANUAL TAILGATE WATER LEAKS



NAS18.11.009 | WORKSHOP

| USA

AFTERSALES BULLETIN

NOVEMBER 15, 2018

## 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 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.

## AFFECTED VEHICLE RANGE

Range Rover Velar (L560)

Model Year: ..... 2019

VIN: ..... 781897-789531

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

## SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will apply sealant to the right-hand tailgate seam. 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 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N251NAS, *Service Action: Manual Tailgate Water Leaks*, for detailed repair instructions.

## PARTS

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

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED % OF VEHICLES REQUIRING PART
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.

## 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 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 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. 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 for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY/ VALUE
<b>N251</b>	<b>A</b>	Apply sealant to the right of the tailgate	76.19.89.39	0.1	ZZZ001	\$10.40
<b>N251</b>	<b>B</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.*