

SERVICE ACTION N302: REAR RIGHT WHEEL ARCH INNER PANEL CRACK



NAS19.04.010 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

APRIL 11, 2019

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 develop a crack in the rear right wheel arch inner panel. The crack may allow water ingress into the vehicle and could lead to electrical system faults.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2019

VIN: 092531-096624; 401706-402990

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 inspect, and if necessary repair, rear right wheel arch inner panel prior to delivery to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity. 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. Refer to Technical Bulletin N302NAS, *Service Action: Rear Right Wheel Arch Inner Panel Crack*, for detailed repair instructions.

PARTS

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

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PART
Clip - trim - pillar	LR034879	1	12
Clip - trim	LR090727	3	12
Clip	LR082272	2	12
Clip - trim	LR036129	4	12
Butyl patch	LR133400	1	12
Sanding paper P2000 Anti-corrosion paint NEXA P565-9081 Sealant TEROSON PU9200 Isopropanol	ZZZ001	\$6.50	12

An allowance of \$6.50 (or local equivalent) has been provided to cover the cost of the sanding paper, anti-corrosion paint, sealant, and isopropanol. Claim using Sundry Code 'ZZZ001'.

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 April 30, 2021 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
N302	A	Inspection - No further action	05.10.10	0.1	-	-
N302	B	Inspection - no further action	05.10.10	0.1	-	-
		Drive in/drive out	02.02.02	0.2	-	-
N302	C	Inspection and rear right body panel crack - Repair	77.40.89.41	1.5	LR034879 LR090727 LR082272 LR036129 LR133400 ZZZ001	1 3 2 4 1 \$6.50
N302	D	Inspection and rear right body panel crack - Repair	77.40.89.41	1.5	LR034879 LR090727 LR082272 LR036129 LR133400 ZZZ001	1 3 2 4 1 \$6.50
		-	-	-	-	-
		-	-	-	-	-
		-	-	-	-	-
		-	-	-	-	-
		Drive in/drive out	02.02.02	0.2	-	-

An allowance of \$6.50 (or local equivalent) has been provided to cover the cost of the sanding paper, anti-corrosion paint, sealant, and isopropanol. Claim using Sundry Code 'ZZZ001'.

Normal Warranty policies and procedures apply.