

N330NAS1



# TECHNICAL BULLETIN

04 JUN 2019

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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.

## SECTION:

501-12

## SUBJECT/CONCERN:

Service Action: Emergency Call (eCall) And Breakdown Call (bCall) Functions Missing

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Discovery Sport (LC)	2019	794488-794868	Halewood
Range Rover Evoque (LV)	2019	342881-343002	Halewood

## MARKETS:

NORTH AMERICA

## CONDITION SUMMARY:

**SITUATION:**

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the Emergency Call (eCall) and Breakdown Call (bCall) buttons within the front overhead console are missing.

**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 procedure(s) 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:****NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Front overhead console - With roof conversion - <b>Ivory headliner</b> , Thin Film Transistor (TFT) screen, Multi-Function Display (MFD) single view screen, Emergency Call (eCall)	LR107970	1	17
Front overhead console - With roof conversion - <b>Cirrus headliner</b> , Thin Film Transistor (TFT) screen, Multi-Function Display (MFD) single view screen, Emergency Call (eCall)	LR107971	1	38

**DISCOVERY SPORT**

VIN / VIN RANGE	CATEGORY	REQUIRED PART NUMBER LR107970	REQUIRED PART NUMBER LR107971

VIN / VIN RANGE	CATEGORY	REQUIRED PART NUMBER LR107970	REQUIRED PART NUMBER LR107971
794488-794868	2	n/a	✓

## RANGE ROVER EVOQUE

VIN / VIN RANGE	CATEGORY	REQUIRED PART NUMBER LR107970	REQUIRED PART NUMBER LR107971
342881 342892 342974 343002	1	✓	n/a
342963 342997	2	n/a	✓

**SPECIAL TOOLS:**

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

**WARRANTY:****△ NOTE:**

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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 May 31, 2021, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	CATEGORY	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N330	A	1, 2	Inspect front overhead console	05.10.10	0.1	-	-
N330	B	1, 2	Inspect front overhead console Drive in/drive out	05.10.10 02.02.02	0.1 0.2	- -	- -
N330	C	1	Inspect; Console - Headlining - Front - Renew	76.25.02	0.2 - Range Rover Evoque	LR107970	1
N330	D	1	Inspect; Console - Headlining - Front - Renew Drive in/drive out	76.25.02 02.02.02	0.2 - Range Rover Evoque 0.2	LR107970 -	1 -
N330	E	2	Inspect; Console - Headlining - Front - Renew	76.25.02	0.3 - Discovery Sport 0.2 - Range Rover Evoque	LR107971	1
N330	F	2	Inspect; Console - Headlining - Front - Renew  Drive in/drive out	76.25.02 02.02.02	0.3 - Discovery Sport 0.2 - Range Rover Evoque 0.2	LR107971 -	1 -

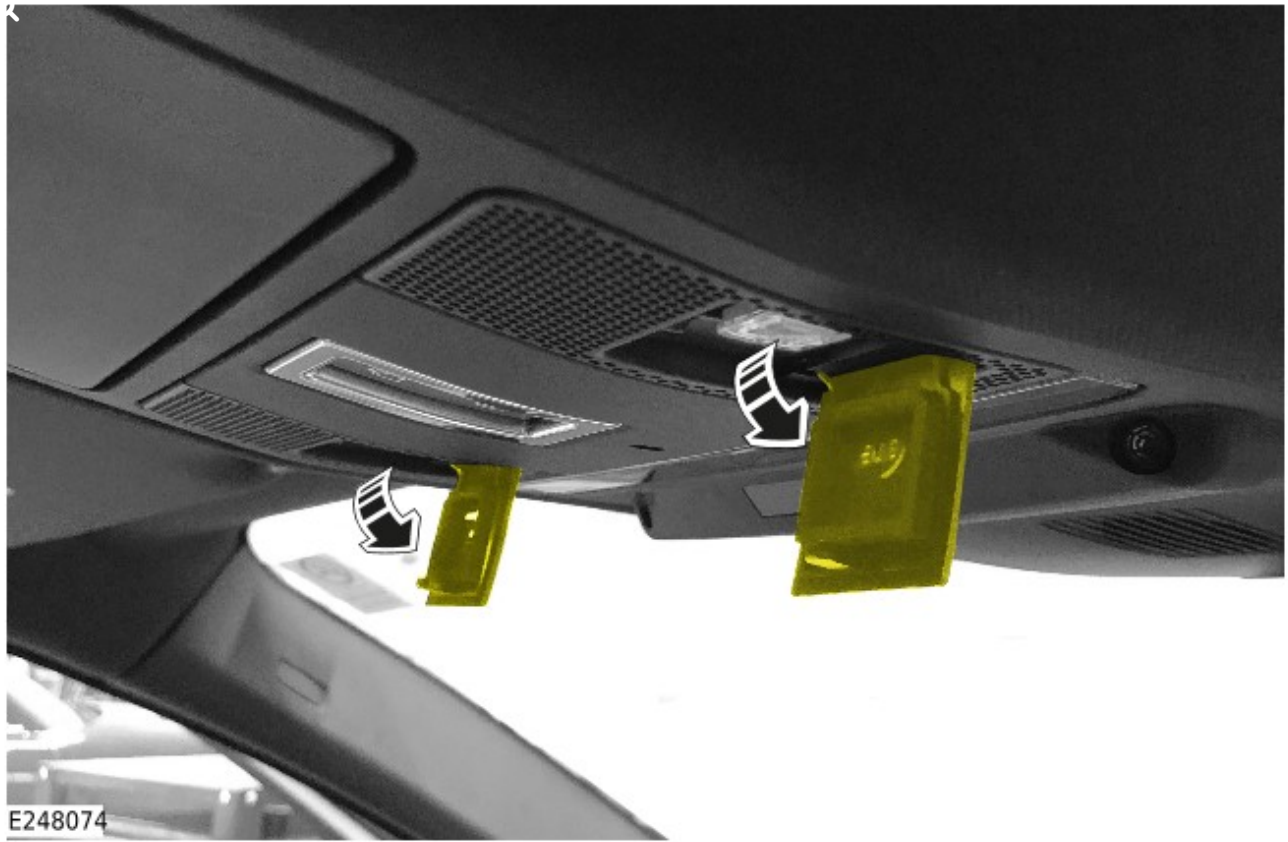
Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

**NOTE:**

Some variation in the illustrations may occur, but the essential information is always correct.

1



Open the Emergency Call (eCall) and the Breakdown call (bCall) buttons.

2



Visually inspect the front overhead console.

- If the front overhead console does have the eCall and the bCall buttons installed, go to Step 4.
- If the front overhead console does not have the eCall and the bCall buttons installed, go to Step 3.

3 Renew the front overhead console (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Front Overhead Console).

4 Close the Emergency Call (eCall) and the Breakdown call (bCall) buttons and release the vehicle.