

SERVICE ACTION N330: EMERGENCY CALL (ECALL) AND BREAKDOWN CALL (BCALL) FUNCTIONS MISSING

NAS19.06.003 | WORKSHOP

CAN/USA



AFTERSALES BULLETIN

JUNE 4, 2019

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of 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.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: 2019

VIN: 794488-794868

Range Rover Evoque (L538)

Model Year: 2019

VIN: 342881-343002

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 for the installation of the eCall and bCall buttons and, if necessary, renew the front overhead console. 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 N330NAS, *Service Action: Emergency Call (eCall) And Breakdown Call (bCall) Functions Missing*, 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.

Refer to the individual, model-specific tables for required part by VIN.

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED % OF VEHICLES REQUIRING PART
Front overhead console - With roof conversion - Ivory headliner , Thin Film Transistor (TFT) screen, Multi-Function Display (MFD) single view screen, Emergency Call (eCall)	LR107970	1	17
Front overhead console - With roof conversion - Cirrus headliner , 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
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	✓

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 May 31, 2021, closure date must be submitted for 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	05.10.10	0.1	-	-
			Drive in/drive out	02.02.02	0.2	-	-
N330	C	1	Inspect; Console - Headlining - Front - Renew	76.25.02	0.2 - Range Rover Evoque	LR107970	1

PROGRAM CODE	OPTION CODE	CATEGORY	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N330	D	1	Inspect; Console - Headlining - Front - Renew	76.25.02	0.2 - Range Rover Evoque	LR107970	1
			Drive in/drive out	02.02.02	0.2	-	-
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	76.25.02	0.3 - Discovery Sport 0.2 - Range Rover Evoque	LR107971	1
			Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.