

UPDATE PRIOR TO SALE N425 UPS13019-2B - TOW BAR FIXINGS INCORRECTLY TORQUED



NAS20.01.005 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JANUARY 9, 2020

NOTE: [this bulletin updates NAS20.01.001.](#)

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the tow bar fasteners may be loose due to the incorrect torque application during the manufacturing process.

AFFECTED VEHICLE RANGE

Range Rover Sport (LW)

Model Year: 2020

VIN / Retailer: 711161 / Land Rover Norwood

Range Rover (LG)

Model Year: 2020

VIN / Retailer: 591795 / Land Rover Ottawa

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submissions 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 owners should be updated at the next available opportunity.

Refer to Technical Bulletin N425 UPS13019-2bNAS, *Update Prior to Sale: Tow Bar Fixings Incorrectly Torqued*, 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 NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Tow bar bolt	LR034249	5	50

WARRANTY

NOTE: [use the Jaguar Land Rover claims submissions system to make sure that the vehicle is affected by this program prior to undertaking any rework action.](#)

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recall and Service Actions are identified to ensure 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.

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Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the January 7, 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)	PART NUMBER(S)	QUANTITY
N425	A	Tow bar fixing - Inspection - No further action	05.10.10	0.1	-	-
N425	B	Tow bar fixing - Inspection - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	- -	- -
N425	E	Tow bar fixing - Inspection - With repair	05.10.70	0.7	LR034249	5
N425	F	Tow bar fixing - Inspection - With repair Drive in/drive out	05.10.70 02.02.02	0.7 0.2	LR034249 -	5 -

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.