

SERVICE ACTION N221: WINDSHIELD WATER LEAKS



NAS18.09.004 | WORKSHOP
ISSUE 3

USA

AFTERSALES BULLETIN
MARCH 23, 2020

NOTE: This bulletin updates NAS18.09.004 (all previous versions). Changes are highlighted in blue

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where water ingress into the passenger compartment or wind noise may be evident.

AFFECTED VEHICLE RANGE

Discovery (L462)

Model Year: 2018

VIN: 000128-022488

Range Rover Evoque (L538)

Model Year: 2015-2018

VIN: 055105-260364

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 renew, the front windshield. 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 N221NAS, *Service Action: Windshield Water Leaks*, for detailed repair instructions.

PARTS

DISCOVERY NOTE: order parts only after confirmation of water/air leak.

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

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield climate less heated less Head Up Display (HUD)	LR106636	1	5%
Windshield climate with heated less HUD	LR106637	1	5%
Windshield climate less heated with HUD	LR083216	1	5%
Windshield climate with heated with HUD	LR106639	1	5%
Bond kit	LR078295	1	5%

RANGE ROVER EVOQUE

NOTE: order parts only after confirmation of water/air leak.

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

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield - 3-door; with Heated; less Head Up Display (HUD)	LR048385	1	12%
Windshield - 3-door; less Heated; less Head Up Display (HUD)	LR048383	1	12%
Windshield - 3-door and Folding top; with Heated; with Head Up Display (HUD)	LR069707	1	12%
Windshield - 3-door/Folding top; less Heated; with Head Up Display (HUD)	LR069706	1	12%
Windshield onwards - 3-door/Folding top; with Heated; less Head Up Display (HUD)	LR069712	1	12%
Windshield - 3-door/Folding top; less Heated; less Head Up Display (HUD)	LR069709	1	12%
Windshield - 5-door; with Heated; less Head Up Display (HUD)	LR048381	1	12%
Windshield - 5-door; less Heated; less Head Up Display (HUD)	LR048379	1	12%
Windshield - 5-door Heated; with Head Up Display (HUD)	LR069747	1	12%
Windshield - 5-door; less Heated; with Head Up Display (HUD)	LR069746	1	12%
Windshield - 5-door; with Heated; less Head Up Display (HUD)	LR066895	1	12%
Windshield - 5-door; less Heated; less Head Up Display (HUD)	LR066894	1	12%
Bond kit	LR078295	1	12%
Fixings external A-pillar trim clip	LR033144	10	12%
Fixings external A-pillar trim clip grommet	LR002229	10	12%

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 'N221', Option Code 'X', and all the relevant SRO and parts information. 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 31 July 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)
N221	X	Water ingress inspection 1	84.90.89.01	0.1
N221	X	Water ingress inspection 1 and 2	84.90.89.02	0.3
N221	X	Water ingress inspection 1, 2, and 3	84.90.89.03	0.4
N221	X	Glass/sealing rubber windshield - Renew - Discovery	76.81.01	1.5
N221	X	Glass/sealing rubber windshield - Renew - Range Rover Evoque (3-/5-door)	76.81.01	1.7
N221	X	Glass/sealing rubber windshield - Renew - Range Rover Evoque (Folding top)	76.81.01	1.9
N221	X	Symptom Driven Diagnostics (SDD) - Transit mode - Engage	86.90.89.47	0.1
N221	X	PATHFINDER - Transit mode - Engage	88.90.60	0.1
N221	X	Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.