

# SERVICE ACTION N403 - WARRANTY PERIOD INCORRECT IN OWNER'S HANDBOOK



NAS20.02.002  
ISSUE 2

WORKSHOP

USA

AFTERSALES BULLETIN

APRIL 6, 2020

**NOTE: This bulletin updates all previous versions. Changes are highlighted in blue**

## DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the warranty period for certain items in the Owner's Handbook may be incorrect. The 12V startup battery warranty period for all listed vehicle lines and the bumper-to-bumper warranty period for Discovery and Range Rover Velar (only) may not contain the correct details. The correct warranty period is 4 years or 50,000 miles (whichever occurs first) for both items.

## AFFECTED VEHICLE RANGE

Discovery Sport (LC)

Model Year: ..... 2020

VIN: ..... 832914-855811

Discovery (LR)

Model Year: ..... 2020

VIN: ..... 414734-424615

Range Rover Velar (LY)

Model Year: ..... 2020

VIN: ..... 237943-265165

Range Rover Sport (LW)

Model Year: ..... 2020

VIN: ..... 700001-899996

Range Rover (LG)

Model Year: ..... 2020

VIN: ..... 567624-588164

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 replace, the Owner's Handbook prior to delivery to the customer or 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N403NAS, *Service Action: Warranty Period Incorrect In Owner's Handbook*, for detailed repair instructions.

## PARTS

**NOTE:** the correct Owner's Handbooks will be shipped free of charge to each retailer. Initial quantities, covering approximately 75% of total requirements, will ship the week of February 10, 2020. A final shipment will be made at a date later in 2020.

MODEL	PUBLICATION NUMBER
Discovery Sport (LC)	LRL 18 02 63 202
Discovery (LR)	LRL 18 02 64 202
Range Rover Velar (LY)	LRL 18 02 65 202
Range Rover Sport (LW)	LRL 18 02 62 202
Range Rover (LG)	LRL 18 02 61 202

### REQUEST ADDITIONAL HANDBOOKS

To request additional handbooks, email [jaguarlandrover@alliedrethink.com](mailto:jaguarlandrover@alliedrethink.com) with 'N403 Handbook Order' in the subject line. List the quantity required by model name.

Include a delivery Business name, address, contact name, and phone number.

## 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 January 31, 2022, closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
<b>N403</b>	<b>A</b>	Owner's Handbook - Renew	05.10.10	0.1
<b>N403</b>	<b>B</b>	Owner's Handbook - Renew	05.10.10	0.1
		Drive in/drive out	02.02.02	0.2

*Normal Warranty policies and procedures apply.*