

WARRANTY CLAIMS GUIDELINES FOR WINDSHIELD WATER INGRESS



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WARRANTY

CAN/USA

AFTERSALES BULLETIN

JULY 6, 2020

TO: all Jaguar Land Rover Authorized Retailers

RE: Warranty Claims Guidelines for Windshield Water Ingress

To provide a consistent method for submitting Warranty claims for windshield water ingress, the following provides guidance on how to claim for this concern and what must be included.

Retailers must always ensure the Warranty Claiming Guidelines are followed when either the repair is completed by the retailer or outsourced (sublet) to a third-party supplier.

IN-RETAILER WINDSHIELD REPAIR		SUBLET WINDSHIELD REPAIR	
CAUSAL SRO CODE:	76.81.01	CAUSAL SRO CODE:	76.81.00
CAUSAL SRO TIME:	Per repair time in TOPIx	CAUSAL SRO TIME:	0.0
CAUSAL PART:	Service part number of windshield applicable to the vehicle being repaired	CAUSAL PART:	Service part number of windshield applicable to the vehicle being repaired
CAUSAL PART DESCRIPTION:	Windshield	CAUSAL PART DESCRIPTION:	Windshield
CAUSAL PART QUANTITY:	0 (zero) when repairing 1 (one) when replacing	CAUSAL PART QUANTITY:	0 (zero) when repairing 1 (one) when replacing
CAUSAL PART TYPE:	Part	CAUSAL PART TYPE:	Part
DIAGNOSIS: (WATER TEST)	76.11.50 - Water leak detection & sealing at body seams/joints	DIAGNOSIS: (WATER TEST)	76.11.50 - Water leak detection & sealing at body seams/joints
CONDITION CODE:	Specific for type of issue identified	CONDITION CODE:	Specific for type of issue identified
CUSTOMER CONCERN CODE:	AD1 - Water Leak Around Windshield	CUSTOMER CONCERN CODE:	AD1 - Water Leak Around Windshield
MISCELLANEOUS CODES:	Not Applicable	MISCELLANEOUS CODES:	ZZZ621 - Glass Sublet

Land Rover Discovery (LR)-Specific Claiming Guidelines for Windshield Water Ingress

In addition to the warranty claiming instructions above, the retailer's Workshop Supervisor must identify the correct cause of the water ingress (is the water ingress between the PU adhesive and the vehicle body or the actual windshield glass and the primer that is applied to the glass). This must be noted on the repair order to help Warranty Administrator when completing the related warranty claim.

NOTE: the Workshop Supervisor must always diagnose the water leak prior to completing the repair, whether the repair is carried out by the retailer or outsourced (sublet) to a third-party supplier.

For questions regarding the content of this publication, please contact:

Thomas Giese
201.818.8431

Director, Technical Services
tgiese3@jaguarlandrover.com

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

The two Condition Codes that apply to this type of issue are as follows:

- **BR - Delamination** - use only when the primer has delaminated from the glass and the windshield has been replaced
- **JF - Water Leak** - use only when the PU adhesive has been used to reseal and the windshield has been refitted

The correct Condition Code must be selected prior to submitting the warranty claim. This instruction is also aligned to the instructions detailed within the TOPIx Workshop Manual section 501-11: Glass, Frames and Mechanisms - Windshield Water Ingress Diagnostics.

Attach images of the condition to the repair order.