

SERVICE ACTION N400 - STARTUP BATTERY GROUND STUD - INSUFFICIENT GROUND CONTACT



NAS20.04.006 | WORKSHOP
ISSUE 2

CAN/USA

AFTERSALES BULLETIN
JULY 1, 2020

NOTE: this bulletin updates all previous issues. Changes are highlighted in blue.

DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range may experience intermittent operation of electrical equipment due to insufficient ground contact.

AFFECTED VEHICLE RANGE

Discovery (LR)

Model Year: 2019-2020

VIN: 400099-418197

Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer. Please refer to the appendix of the estimated volume of affected vehicles per retailer based on Jaguar Land Rover North America wholesale data.

SERVICE PROGRAM / REWORK ACTION

Retailers will install a new vehicle startup battery cable ground stud as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover 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 a vehicle is eligible for 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.

Refer to Technical Bulletin N400NAS, *Service Action: Startup Battery Ground Stud - Insufficient Ground Contact*, for detailed repair instructions.

PARTS

NOTE: Special tool JLR-MRPK4081 includes a pack of five (5) M8 and ten (10) M6 ground studs. Additional ground studs can be sourced from <https://jlrequipment.servicesolutions.com>.

The M6 studs may be ordered individually under the part number shown below or in boxes of 20 (part number 78905-01; [\$594.10USD]). The average volume of affected vehicles sold per retailer is 8 (Canada) and 10 (USA). Most retailers will not need to order additional studs beyond those supplied with the special tool.

DESCRIPTION	SUNDRY CODE	QUANTITY	*VALUE
M6 Ground stud - Part number 78905-single	ZZZ001	1	\$41.60

An allowance of \$41.60 USD or local equivalent has been provided to cover the cost of one (1) M6 ground stud.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

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

WARRANTY

NOTE: use the [Jaguar Land Rover claims submission system](#) to make sure that a vehicle is eligible for 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 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.

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 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)	VALUE	QUANTITY
N400	A	Ground stud - Renew	05.10.20	0.2	\$41.60	1
N400	B	Ground stud - Renew	05.10.20	0.2	\$41.60	1
		Drive in/drive out	02.02.02	0.2	-	-

An allowance of \$41.60 USD or local equivalent has been provided to cover the cost of one (1) M6 ground stud.

Normal Warranty policies and procedures apply.

SERVICE ACTION N400 - APPENDIX 'A'

CANADA

RETAILER NUMBER / NAME	VEHICLE VOLUME
0502 Land Rover Edmonton	5
0503 Budds' Imported Cars	8
0509 Decarie Motors, Inc.	4
0519 Land Rover Richmond	2
0520 Land Rover Newfoundland	2
0521 Land Rover Metro West	17
0525 Land Rover Windsor	2
0526 Land Rover Thornhill	10
0528 Land Rover Halifax	5
0529 Land Rover Ottawa	2
0530 Land Rover Quebec	1
0533 Land Rover Saskatoon	6
0535 Coventry North Land Rover	9
0537 Land Rover Victoria	2
0538 Land Rover Winnipeg	1
0540 Land Rover Calgary	19
0542 Land Rover Laval	12
0543 Land Rover Toronto	15
0544 Land Rover Vancouver	24
0545 Land Rover Kelowna	2
0546 Land Rover Lakeridge	8
0547 Land Rover London	2
0549 Land Rover Langley	8
0551 Land Rover Hunt Club	3

USA

RETAILER NUMBER / NAME	VEHICLE VOLUME
0104 Land Rover Encino	36
0111 Land Rover St. Louis	4
0112 Cole European	17
0114 Land Rover Buckhead	19
0118 Land Rover Colorado Springs	7
0121 Land Rover Parsippany	22
0126 Land Rover Clearwater	6
0131 Land Rover North Dade	36
0132 Land Rover San Antonio	8
0136 Land Rover Dallas	17
0139 Land Rover Oklahoma City	5
0143 Land Rover Charlotte	9
0145 Land Rover Portland	9
0146 Land Rover South Bay	31
0150 Land Rover Nashville	8
0153 Land Rover Warwick	3
0154 Land Rover Bluff City	7
0157 Land Rover Indianapolis	7
0159 Land Rover Cherry Hill	1
0163 Land Rover Richmond	3
0166 Land Rover Boise	8
0171 Land Rover West Ashley	11
0173 Land Rover Cary	13
0175 Haron Land Rover	10
0177 Land Rover Orlando	6
0178 Land Rover Pasadena	20
0187 Land Rover Birmingham	9
0188 Land Rover Solon	3
0189 Land Rover Dublin	4
0191 Land Rover Merriam	11
0192 Land Rover San Francisco	9
0204 Land Rover North Atlanta	19
0205 Land Rover Ft. Worth	1
0209 Land Rover Hinsdale	8
0212 Land Rover Main Line	5
0220 Land Rover Peabody	8
0224 Land Rover Scarborough	4

RETAILER NUMBER / NAME	VEHICLE VOLUME
0225 Land Rover Northfield	8
0226 Land Rover Buffalo	3
0227 Land Rover Alexandria	9
0228 Land Rover Tampa	13
0229 Land Rover Thousand Oaks	16
0230 Land Rover Grand Rapids	2
0232 Land Rover Farmington Hills	3
0233 Land Rover Greensboro	4
0234 Land Rover Austin	17
0235 Land Rover Louisville	4
0236 Land Rover North Haven	2
0238 Land Rover Knoxville	4
0249 Land Rover New Orleans	11
0251 Land Rover Harrisburg	3
0252 Land Rover Las Vegas	11
0253 Land Rover South Dade	26
0258 Prestige Automobiles	3
0260 Land Rover Stevens Creek	26
0261 Land Rover Redwood City	17
0262 Land Rover Flatirons	27
0265 Land Rover Westside	3
0268 Land Rover Chattanooga	9
0270 Land Rover Bedford	4
0271 Land Rover Tulsa	7
0273 Land Rover Frisco	1
0274 Land Rover Gwinnett	13
0277 Land Rover Fairfield	7
0278 Land Rover Rocklin	21
0279 Land Rover Cape Fear	5
0281 Land Rover San Juan	1
0283 Land Rover Marin	9
0287 Hornburg Land Rover Los Angeles	25
0289 Land Rover Des Moines	5
0291 Land Rover Seattle	14
0292 Land Rover Bellevue	31
0296 Land Rover Tysons Corner	18
0297 Land Rover Hartford	2
0299 Land Rover North Scottsdale	15

RETAILER NUMBER / NAME	VEHICLE VOLUME
0302 Land Rover Fox Valley	3
0303 Land Rover Shreveport	2
0304 Land Rover Tacoma	3
0305 Land Rover Baton Rouge	6
0306 Land Rover Livermore	32
0307 Land Rover Monterey	5
0313 Land Rover Mission Viejo	6
0314 Land Rover Newport Beach	53
0316 Land Rover Allentown	6
0317 Land Rover Huntsville	7
0318 Land Rover Norwood	11
0319 Land Rover Chantilly	11
0320 Land Rover West Columbia	7
0323 Land Rover Chicago	4
0327 Land Rover Santa Barbara	2
0328 Land Rover Gulf Coast	3
0330 Land Rover Houston Central	9
0331 Land Rover Merritt Island	6
0332 Royal Land Rover Tucson	1
0334 Land Rover Minneapolis	7
0335 Land Rover Madison	3
0336 Land Rover Fort Myers	7
0337 Land Rover Naples	9
0338 Land Rover Waukesha	5
0340 Hornburg Land Rover Santa Monica	17
0342 Land Rover Fort Lauderdale	13
0343 Land Rover Lakeside	5
0344 Land Rover Houston North	11
0348 Land Rover Hilton Head	4
0350 Land Rover Omaha	2
0352 Land Rover Peoria	4
0354 Land Rover Monroeville	2
0355 Land Rover North Hills	19
0358 Land Rover Sudbury	10
0359 Land Rover Southwest Houston	13
0360 Land Rover Sacramento	4
0361 Land Rover Rochester	5
0362 Land Rover Princeton	14

RETAILER NUMBER / NAME	VEHICLE VOLUME
0364 Land Rover Naperville	10
0367 Land Rover Cincinnati	5
0368 Land Rover Orland Park	1
0369 Land Rover Edison	9
0370 Land Rover Albany	4
0371 Land Rover Little Rock	9
0373 Land Rover Ventura	12
0374 Land Rover Carlsbad	18
0375 Land Rover Schaumburg	9
0376 Land Rover San Diego	33
0378 Land Rover Denver	20
0379 Land Rover San Juan Texas	20
0380 Land Rover Jackson	7
0381 Land Rover Anaheim Hills	22
0382 Land Rover Cerritos	14
0383 Land Rover Reno	6
0384 Land Rover Virginia Beach	6
0386 Land Rover El Paso	4
0387 Land Rover Rancho Mirage	8
0388 Land Rover Annapolis	3
0390 Land Rover Roanoke	1
0391 Land Rover Palm Beach	26
0392 Land Rover Greenville	10
0393 Land Rover Columbia	6
0394 Land Rover Honolulu	10
0395 Land Rover Jacksonville	4
0397 Land Rover Roaring Fork	5
0601 Land Rover Southampton	2
0602 Land Rover Huntington	4
0603 Land Rover Glen Cove	2
0604 Land Rover Darien	15
0605 Land Rover Spokane	4
0606 Land Rover Freeport	2
0607 Land Rover DFW	26
0608 Land Rover South Hills	4
0609 Land Rover Monmouth	16
0611 Land Rover Sarasota	16
0612 Land Rover Downtown Salt Lake	14

RETAILER NUMBER / NAME	VEHICLE VOLUME
0613 Land Rover Centerville	21
0614 Land Rover Mt. Kisco	4
0615 Land Rover Larchmont/New Rochelle	7
0616 Land Rover White Plains	9
0617 Land Rover Wichita	2
0618 Land Rover Charleston	3
0619 Land Rover Bethesda	1
0620 Land Rover Troy	5
0621 Land Rover Paramus	14
0622 Land Rover West Chester	7
0623 Land Rover Albuquerque	7
0624 Land Rover Santa Fe	4
0625 Land Rover Chandler	7
0626 Land Rover Willow Grove	5
0627 Land Rover Manhattan	9
0628 Land Rover Asheville	3
0629 Land Rover Hunt Valley	5
0630 Land Rover Hanover	3
0631 Land Rover Cape Cod	2
0632 Land Rover Treasure Coast	8
0633 Land Rover Wilmington	4
0634 Land Rover Marlboro	14
0635 Land Rover Englewood	2
0636 Land Rover Easton	5
0637 Land Rover Rockford	5
0638 Land Rover Ocala	2
0639 Land Rover South Atlanta	1
0640 Land Rover St. Petersburg	4
0641 Land Rover Boerne	5
0642 Land Rover Raleigh	4
0643 Land Rover West Houston	10
0644 Land Rover South Shore	6
0645 Land Rover Mission Viejo	11