

SERVICE ACTION N472 - WINDSHIELD MOLDING TAPPING NOISE



NAS20.06.003 | WORKSHOP
ISSUE 2

CAN/USA

AFTERSALES BULLETIN
AUGUST 11, 2020

NOTE: this bulletin updates all previous issues. 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 a tapping sound may be heard, on one or both sides of the vehicle, from the A-pillar area at speeds of approximately 37-75mph (60-120 km/h).

AFFECTED VEHICLE RANGE

Defender (LE)
Model Year: 2020
VIN:000584-008252

Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

Retailers will modify the left and right windshield molding as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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 N472NAS, *Service Action: Windshield Molding Tapping Noise*, for detailed repair instructions.

PARTS

NOTE: when ordering parts, 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 / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Felt tape - 1.0" X 1/8" thick	*ZZZ001	\$4.05	100
Windshield molding lower capping - Right	LR140273	1	0.1
Windshield molding lower capping - Left	LR140277	1	0.1
Windshield molding bolt cover - One side - Flat and repaint	**ZZZ999	\$135.00	0.1

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Windshield molding bolt cover - Both sides - Flat and repaint	**ZZZ999	\$270.000	0.1

* - an allowance of \$4.05 USD (or local equivalent) has been allocated for the locally sourced 1.0" X 1/8" thick felt tape.

** **ONLY if required** - an allowance of \$135.00 or \$270.00 USD (or local equivalent) has been allocated to cover the labor and materials for flattening and painting 1 or 2 new windshield molding bolt covers.

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 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 July 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)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N472	A	Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
N472	B	Windshield molding - Modification - Both sides Drive in/drive out	99.02.37 02.02.02	0.2 0.2	ZZZ001 -	\$4.05 -
N472	C	Windshield molding - Modification - Both sides Windshield molding bolt cover - Both sides - Paint (if required)	99.02.37 -	0.2 -	ZZZ001 ZZZ999 LR140273 LR140277	\$4.05 \$270.00
N472	D	Windshield molding - Modification - Both sides Windshield molding bolt cover - Both sides - Paint (if required) Drive in/drive out	99.02.37 - 02.02.02	0.2 - 0.2	ZZZ001 ZZZ999 LR140273 LR140277 -	\$4.05 \$270.00 -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N472	E	Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
		Windshield molding bolt cover - One side - Right - Paint (if required)	-	-	ZZZ999 LR140273	\$135.00
N472	F	Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
		New windshield molding bolt cover - One side - Right - Paint (if required)	-	-	ZZZ999 LR140273	\$135.00
		Drive in/drive out	02.02.02	0.2	-	-
N472	G	Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
		New windshield molding bolt cover - One side - Left - Paint (if required)	-	-	ZZZ999 LR140277	\$135.00
N472	H	Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
		New windshield molding bolt cover - One side - Left - Paint (if required)	-	-	ZZZ999 LR140277	\$135.00
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.