

SERVICE ACTION N480 - ROOF OPENING PANEL WATER INGRESS



NAS20.08.008 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

AUGUST 11, 2020

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where water ingress may be evident through the right A-pillar/headliner area.

AFFECTED VEHICLE RANGE

Range Rover Velar (LY)

Model Year: 2020

VIN: 269577-270176

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

SERVICE PROGRAM / REWORK ACTION

NOTE: the sealant in the repair procedure requires 24 hours to cure.

Retailers will apply sealant to the roof opening panel aperture as part of the Pre-Delivery Inspection (PDI) process or 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 N480NAS, *Service Action: Roof Opening Panel Water Ingress*, for detailed repair instructions.

PARTS

NOTE: 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	QUANTITY	EXPECTED PERCENTAGE DEMAND
Sealant	LR078295	1	100

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)	PARTS	QUANTITY
N4480	A	N480 - Roof opening panel - Water ingress	99.02.39	0.3	LR078295	1
N4480	B	N480 - Roof opening panel - Water ingress Drive in/drive out	99.02.39 02.02.02	0.3 0.2	LR078295 -	1 -

Normal Warranty policies and procedures apply.