

# SERVICE ACTION N485 - INCORRECT FRONT PORTABLE MEDIA INTERFACE PANEL INSTALLED



NAS20.10.004 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

OCTOBER 1, 2020

## DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range which have been manufactured with an incorrect front portable media interface panel.

## AFFECTED VEHICLE RANGE

Defender (LE)

Model Year: ..... 2020

VIN: ..... 000585-007676

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

## SERVICE PROGRAM / REWORK ACTION

Retailers will renew the front portable media interface panel with the correct specification 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 N485NAS, *Service Action: Incorrect Front Portable Media Interface Panel Installed*, for detailed repair instructions.

## PARTS

**NOTE: only order the expected percentage demand of parts identified and place the Vehicle Identification Number (VIN) in the Customer Material Field.**

**Use the VIN and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.**

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Front portable media interface panel without personal Subscriber Identification Module (pSIM)	LR139594	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 September 30, 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(S)	QUANTITY
<b>N485</b>	<b>C</b>	Front portable media interface panel - Renew (without pSIM)	87.03.19	0.1	LR139594	1
<b>N485</b>	<b>D</b>	Front portable media interface panel - Renew (without pSIM)	87.03.19	0.1	LR139594	1
		Drive in/drive out	02.02.02	0.2	-	-

*Normal Warranty policies and procedures apply.*