

N485NAS1



TECHNICAL BULLETIN

01 OCT 2020

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

415-01

SUBJECT/CONCERN:

Service Action: Incorrect Front Portable Media Interface Panel Installed

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Defender (LE)	2020	000585-007676

MARKETS:

CANADA, USA

CONDITION SUMMARY :

SITUATION:

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.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

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

PARTS :

NOTES:

- * Order only 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 Catalogue (EPC) to confirm part number (s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND*
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DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND*
Front portable media interface panel without personal Subscriber Identification Module (pSIM)	LR139594	1	100

WARRANTY INFORMATION:

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 open 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may 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 or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N485	C	Front portable media interface panel - Renew (without pSIM)	87.03.19	0.1	LR139594	1

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N485	D	Front portable media interface panel - Renew (without pSIM) Drive in/drive out	87.03.19	0.1	LR139594	1
			02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

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1. Renew the front portable media interface panel (see TOPIx Workshop Manual section 415-01: Information and Entertainment Systems - Removal and Installation - Front Portable Media Interface Panel).