

N472NAS3



# TECHNICAL BULLETIN

23 DEC 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.

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## SECTION:

100-00

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## SUBJECT/CONCERN:

Service Action: Windshield Molding Tapping Noise

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Defender (LE)	2020	000584-008252

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## MARKETS:

CANADA, USA

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**CONDITION SUMMARY :**
**SITUATION:**

An 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).

**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.

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**PARTS INFORMATION :**
**NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalogue (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

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
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	\$97.500	0.1
Windshield molding bolt cover - Both sides - Flat and repaint	**ZZZ999	\$195.00	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 \$97.50 or \$195.00 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.

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#### 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 July 31, 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 / SUNDRY CODE	QUANTITY / VALUE
N472	A	N472 - Windshield molding - Modification - Both sides	99.02.37	0.2	ZZZ001	\$4.05
N472	B	N472 - Windshield molding - Modification - Both sides Drive in/drive out	99.02.37 02.02.02	0.2 0.2	ZZZ001 -	\$4.05 -
N472	C	N472 - Windshield molding - Modification - Both sides New windshield molding bolt cover - Both sides - Paint (if required)	99.02.37	0.2	ZZZ001 ZZZ999 LR140273 LR140277	\$4.05 \$195.00 1 1

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N472	D	N472 - Windshield molding - Modification -	99.02.37	0.2	ZZZ001 ZZZ999 LR140273	\$4.05 \$195.00 1
		Both sides New windshield molding bolt cover - Both sides - Paint (if required) Drive in/drive out	02.02.02	0.2	- LR140277	- 1
N472	E	N472 - Windshield molding - Modification - Both sides New windshield molding bolt cover - One side - Right - Paint (if required)	99.02.37	0.2	ZZZ001 ZZZ999 LR140273	\$4.05 \$97.50 1
N472	F	N472 - Windshield molding - Modification -	99.02.37	0.2	ZZZ001 ZZZ999 LR140273	\$4.05 \$97.50 1
		Both sides New windshield molding bolt cover - One side - Right - Paint (if required) Drive in/drive out	02.02.02	0.2	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N472	G	N472 - Windshield molding - Modification - Both sides New windshield molding bolt cover - One side - Left - Paint (if required)	99.02.37	0.2	ZZZ001 ZZZ999 LR140277	\$4.05 \$97.50 1
N472	H	N472 - Windshield molding - Modification - Both sides New windshield molding bolt cover - One side - Left - Paint (if required) Drive in/drive out	99.02.37  02.02.02	0.2  0.2	ZZZ001 ZZZ999 LR140277 -	\$4.05 \$97.50 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 \$97.50 or \$195.00 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.

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

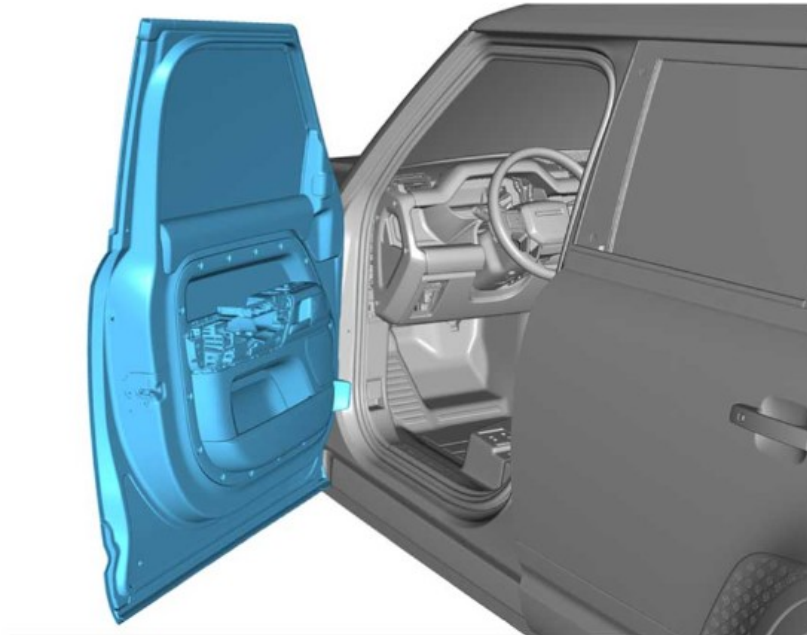
**CAUTION:**

Always protect the paintwork and windows when removing exterior components.

**NOTES:**

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components are shown removed for clarity.

1.



E270909

Open the front left door.

2.



E250076

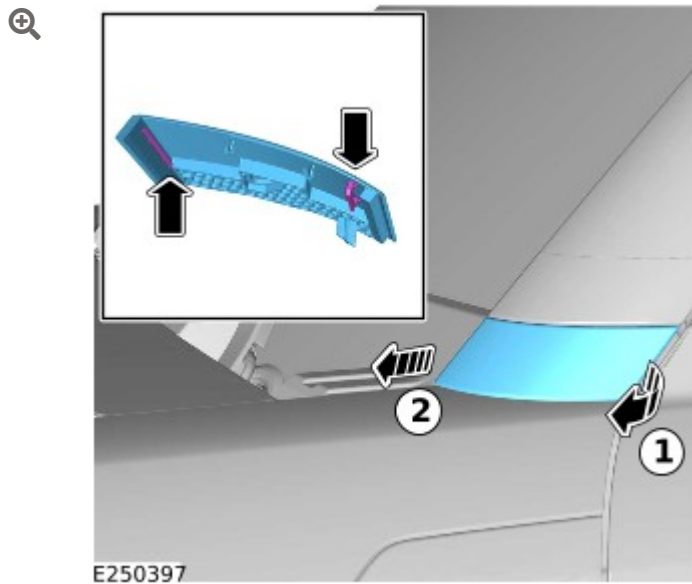
This video shows a demonstration of how to remove the windshield molding bolt cover.



3.

**CAUTION:**

Extra care must be taken to not damage the windshield molding bolt cover.



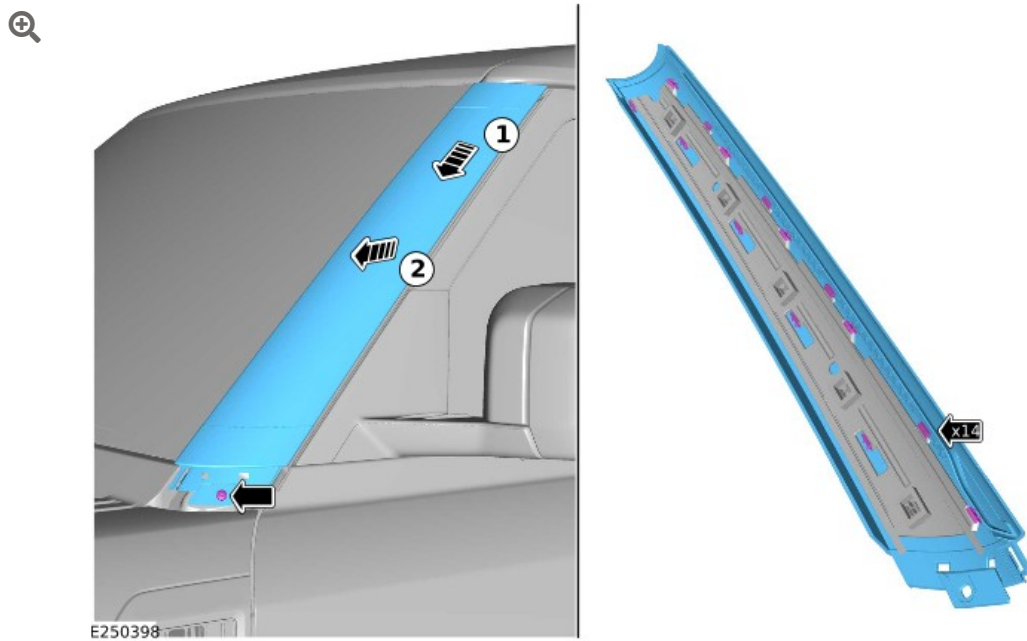
Release the 2 clips to remove the windshield molding bolt cover.

- 1. Release the clip closest to the door first and in the direct shown.
- 2. Release the second clip by pulling the bolt cover away from the vehicle in a forward direction.

4.

**CAUTIONS:**

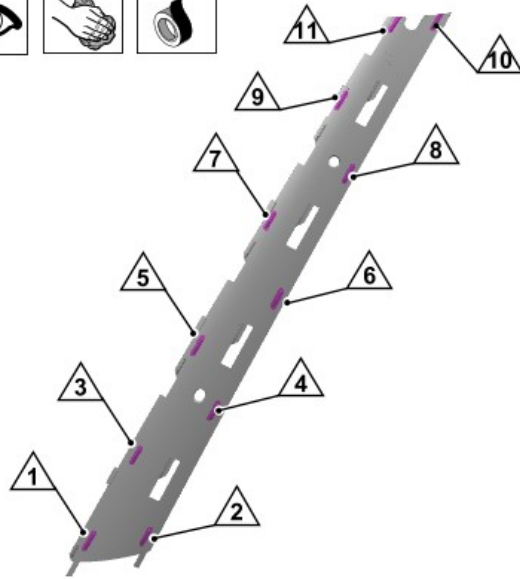
- Extra care must be taken to not damage the windshield molding bolt cover.
- Do not use tools during this operation; removal of the component must be completed by hand.



Remove the retaining bolt and then remove the windshield molding.

- 1. Pull the windshield molding down in the direction shown.
- 2. Release the windshield molding from the vehicle by pulling in a forward direction.

5. ■



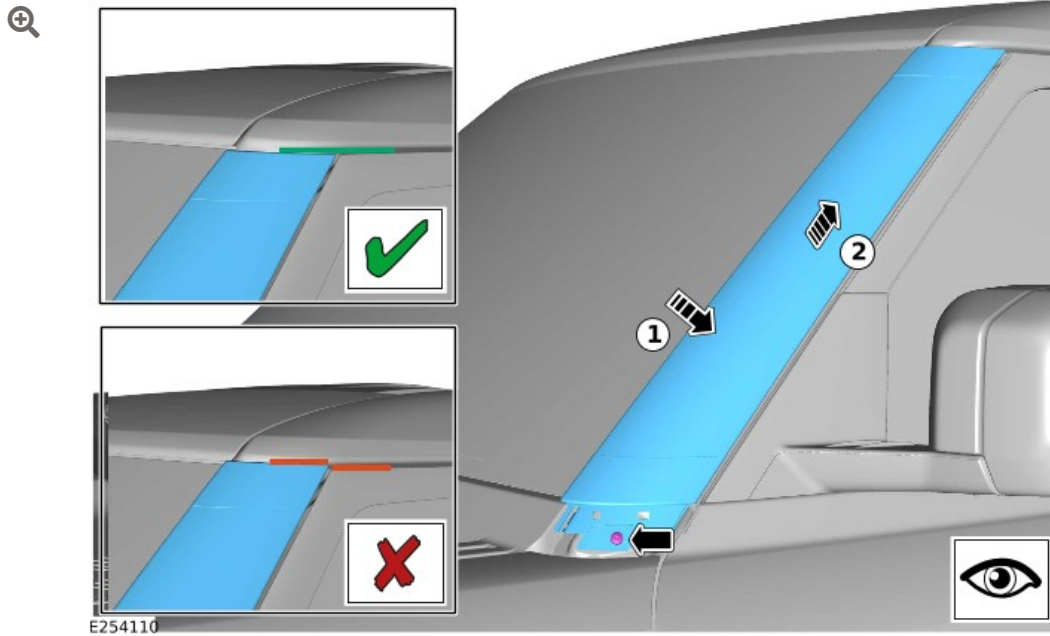
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Locate the 11 windshield molding retaining ribs as shown highlighted.

- Clean the area around each windshield molding retaining rib.
- Apply felt tape to cover each of the 11 windshield molding retaining ribs as shown.

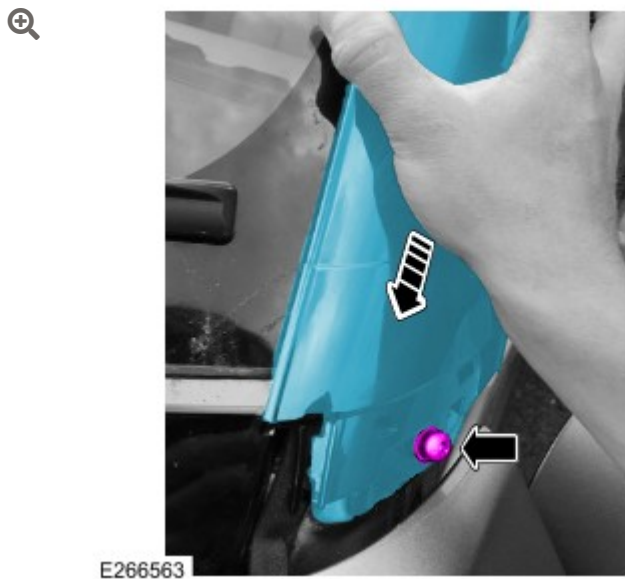
6. ■



Install the windshield molding in the directions shown.

- Do not fully tighten the retaining bolt at this stage.

7. ■



Apply downward pressure onto the windshield molding and fully tighten the retaining bolt.

- Torque: **6 Nm**

8. ■

**NOTES:**

- If a new windshield molding bolt cover is required, it must be painted before installing.
- When installing the windshield molding bolt cover, make sure an audible 'click' is heard.
- When installing the windshield molding bolt cover, make sure it is flush with the windshield molding.



Inspect the retaining clip on the windshield molding bolt cover.

- If the retaining clip **is** broken, as shown highlighted, install a new windshield molding bolt cover during the next step.
- If the retaining clip **is not** broken, install the original windshield molding bolt cover during the next step.

9.



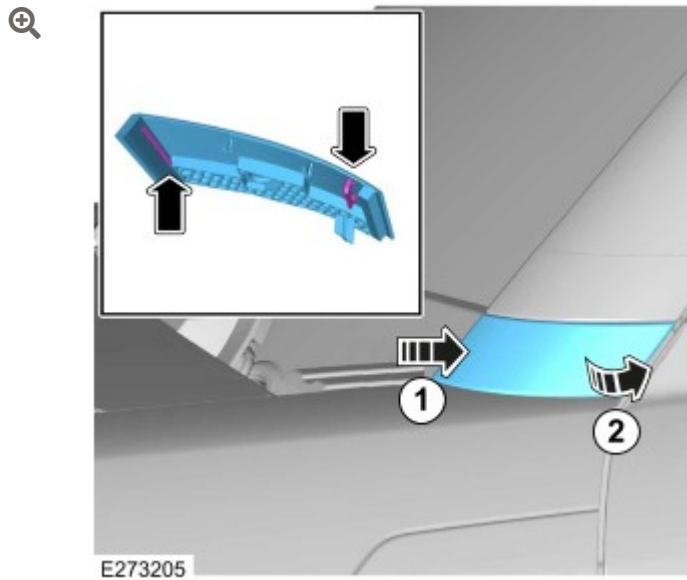
E250076

This video shows a demonstration of how to install the windshield molding bolt cover.

10.

**NOTES:**

- When installing the windshield molding bolt cover, make sure an audible 'click' is heard.
- When installing the windshield molding bolt cover, make sure it is flush with the windshield molding.

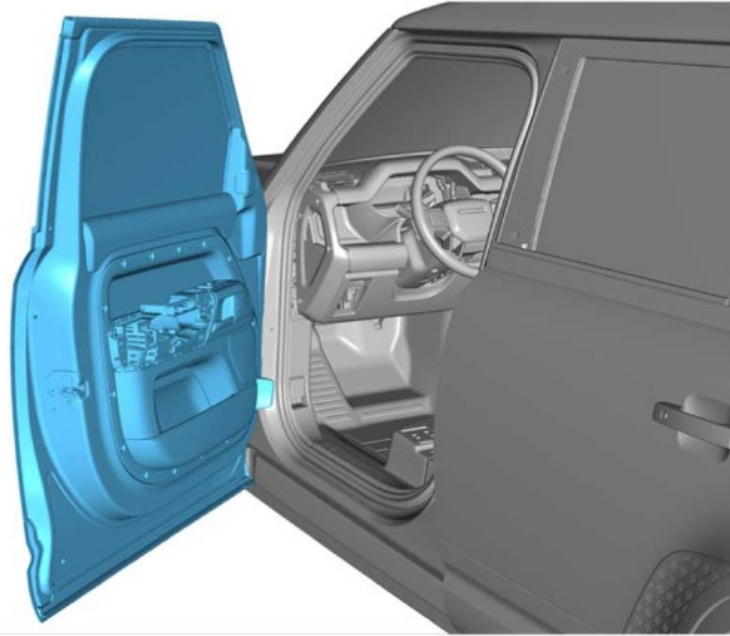


Install the windshield molding bolt cover.

- 1. Secure the clip closest to the windshield first, in the direction shown.
- 2. Secure the second clip in the direction shown.

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11.



E270909

Close the front left door.

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12. Repeat steps 1-11 to the other side.