

# SERVICE ACTION N472 - WINDSHIELD MOLDING TAPPING NOISE



NAS20.08.003 | WORKSHOP  
ISSUE 3

CAN/USA

AFTERSALES BULLETIN  
DECEMBER 23, 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

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                  | \$97.50          | 0.1                        |

| DESCRIPTION   | PART NUMBER / SUNDRY CODE | QUANTITY / VALUE | EXPECTED PERCENTAGE DEMAND |
|---|---------------------------|------------------|----------------------------|
| Windshield molding bolt cover - Both sides - Flat and repaint | **ZZZ999                  | \$195.000        | 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 \$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.

## 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             |
|--------------|-------------|--|----------------------|--------------|--|------------------------------|
| <b>N472</b>  | <b>A</b>    | N472 - Windshield molding - Modification - Both sides  | 99.02.37             | 0.2          | ZZZ001                                   | \$4.05                       |
| <b>N472</b>  | <b>B</b>    | N472 - Windshield molding - Modification - Both sides<br>Drive in/drive out  | 99.02.37<br>02.02.02 | 0.2<br>0.2   | ZZZ001<br>-                              | \$4.05<br>-                  |
| <b>N472</b>  | <b>C</b>    | N472 - Windshield molding - Modification - Both sides<br>Windshield molding bolt cover - Both sides -<br>Paint (if required) | 99.02.37<br>-        | 0.2<br>-     | ZZZ001<br>ZZZ999<br>LR140273<br>LR140277 | \$4.05<br>\$195.00<br>1<br>1 |

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

*Normal Warranty policies and procedures apply.*