



N564NAS1

TECHNICAL BULLETIN

11 AUG 2021

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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:

100-00

SUBJECT/CONCERN:

Service Action - Windshield Water Ingress

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Discovery (LR)	2018-2019	032671-414716

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where the customer may experience a wind noise or water ingress into the passenger compartment.

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.

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

PARTS INFORMATION

NOTE:

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalogue (EPC) to confirm part number(s) necessary to perform repairs.

The parts below should be ordered through Jaguar Land Rover (JLR) in the normal manner.

DESCRIPTION	PART NUMBER	QTY	
With sunload attenuating windshield - Without heated and head up display	LR155776	1	
With sunload attenuating windshield - With heated and head up display	LR155777	1	
With sunload attenuating windshield - Without heated and head up display	LR155772	1	

DESCRIPTION	PART NUMBER	QTY
With sunload attenuating windshield - With heated - Without head up display	LR155773	1
Sealant bond kit	LR078295	2

*** Approximately 15% of all vehicles in this campaign will require a screen replacement.**

SROS/SUNDRY CODE

DESCRIPTION	SRO	TIME
N564 - Service inspection 1 - Renew windshield	99.02.01.02	2.3
N564 - Service inspection 1 and 2 - Renew windshield	99.02.01.03	2.5
N564 - Service inspection 1, 2 and 3 - Renew windshield	99.02.01.04	2.6
N564 - Service inspection 1, 2 and 3 - No further action	99.02.01.05	0.4
Drive in/drive out	02.02.02	0.2
Third party windshield - Renew	ZZZ999	Enter amount

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

WARRANTY INFORMATION

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 should be submitted quoting program code N564 together with option code X. In this instance it will also be necessary to enter the parts from the first table and the required SROs or the sundry code from the second table.

If the windshield has been renewed by a third party, select **ZZZ999** and enter the amount you have been charged, attach a copy of the invoice to the claim

This program is valid for a limited time only. Warranty claims with a repair date prior to the 7/31/23 closure date must be submitted within 30 calendar days of completion of the repair.

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

SERVICE INSPECTION 1

NOTE:

Some variation in the illustrations may occur, but the essential information is always correct.

1. Remove both front interior A-pillar trims (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-Pillar Trim Panel).
 2. Remove both front exterior A-pillar trims (see TOPIx Workshop Manual section 501-11: Glass, Frame and Mechanisms - Removal and Installation - Windshield Molding).
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3.

NOTE:

This step will require an additional technician.



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From inside the vehicle, apply gentle pressure by hand around the edge of the windshield. A second technician should inspect the windshield from the outside.

- If a gap between the windshield and the vehicle body **is** evident, as shown in the video, **continue to the Service Instruction.**
- If a gap between the windshield and the vehicle body **is not** evident, **continue to Service Inspection 2.**

SERVICE INSPECTION 2

1.

NOTES:

- This step will require an additional technician.
- Never aim a jet of water directly at a door weather strip or rubber seals



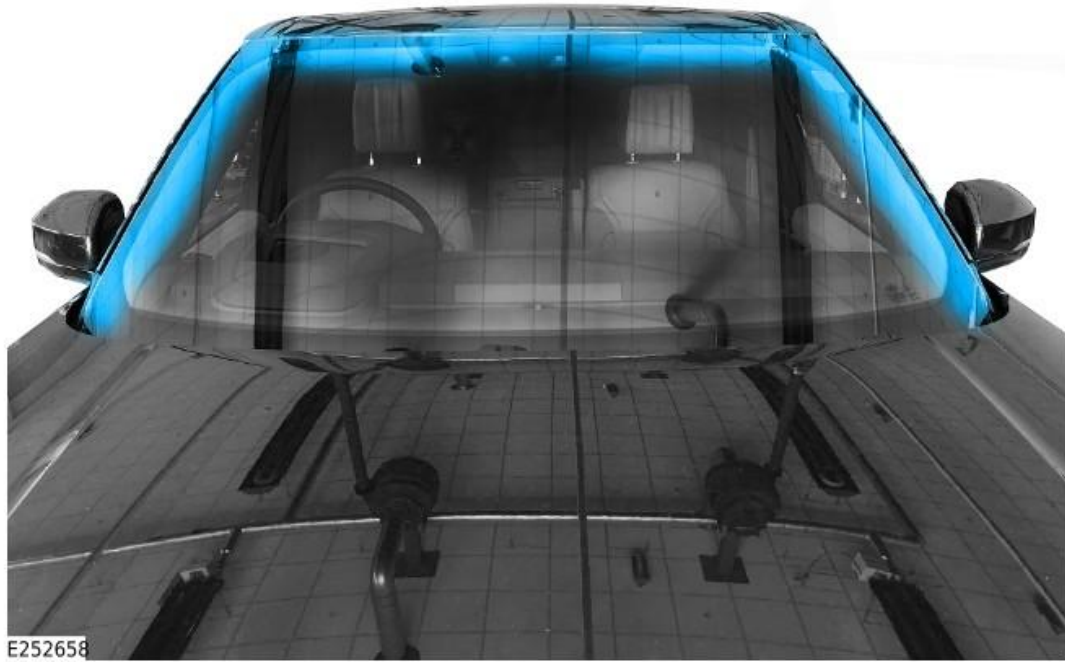
Complete a water test on the outside of the windshield, with a second technician inside the vehicle.

- Start in the lower section and spray the whole area, working left to right in stages.
- From inside the vehicle, apply gentle pressure by hand around the edge of the windshield.

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2. From inside the vehicle, inspect around the edge of the windshield for water ingress.
- If water ingress is evident, **continue to the Service Instruction.**
 - If water ingress is not evident, **continue to Service Inspection 3.**

SERVICE INSPECTION 3

1.



Apply soapy water around the edge of the windshield, as shown in the illustration.

2.

CAUTION:

Take extra care when working with compressed air.



Using an air blower, blow compressed air around the inside edge of the windshield, as shown in the illustration.

- While continuing to blow air around the inside edge of the windshield, apply gentle pressure by hand around the inside edge of the windshield.

3.

NOTE:

This step will require an additional technician.

From outside the vehicle, inspect the around edge of the windshield while continuing to blow compressed air from inside the vehicle.

- If bubbles **can** be seen forming in the soapy water, **continue to the Service Instruction.**
- If bubbles **cannot** be seen forming in the soapy water, **continue to step 4.**

4. Install both front interior A-pillar trims (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-Pillar Trim Panel).

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5. Install both front exterior A-pillar trims (see TOPIx Workshop Manual section 501-11: Glass, Frame and Mechanisms - Removal and Installation - Windshield Molding).
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6. Release the vehicle.

SERVICE INSTRUCTION

1. Renew the windshield (see TOPIx Workshop Manual section 501-11: Glass, Frame and Mechanisms - Removal and Installation - Windshield).