

SERVICE ACTION N595 - INCORRECT EMISSIONS LABEL INSTALLED



NAS21.09.021 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

SEPTEMBER 23, 2021

DESCRIPTION OF DEFECT

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where certain 2021 model year Range Rover Sport SVR vehicles have been installed with an emissions label which states the incorrect model year. In this state, the vehicles do not comply with respective emissions regulations.

AFFECTED VEHICLE RANGE

Range Rover Sport (LW)

Model Year: 2021

VIN: SALWZ2RE6MA790620 - SALWZ2RE0MA796378

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

EFFECT ON VEHICLE OPERATION

Vehicles in this condition will not meet your market's emissions requirements

SERVICE PROGRAM / REWORK ACTION

An authorized retailer will inspect and if required replace the emission certification label with the correct part. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by 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.

Unsold vehicles must be repaired prior to handover of the vehicle for retail sale. This Service Action supersedes Update Prior to Sale Notice UPS6921.

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

Refer to Technical Bulletin N595NAS *Service Action: Incorrect Emissions Label Installed* for detailed repair instructions.

PARTS INFORMATION

Parts should be ordered through Jaguar Land Rover parts using normal procedures.

The JLRVINRQ form is not required for this label.

NOTE: only order the expected percentage demand of parts identified

DESCRIPTION	PART NUMBER	QUANTITY	% of vehicles Requiring this part*
Emissions Label 21MY	LR146161	1	38

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY INFORMATION

NOTES: 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.

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.

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 in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been 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 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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QTY
N595	A	N595 - Inspect emissions label - No further action	05.10.10	0.1	N/A	N/A
N595	B	N595 - Inspect emissions label - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A
N595	E	N595 - Inspect emissions label - Renew	05.10.10	0.1	LR146161	1
N595	F	N595 - Inspect emissions label Renew Drive in/Drive out	05.10.10 02.02.02	0.1 0.2	LR146161	1

Normal Warranty policies and procedures apply.

CUSTOMER REIMBURSEMENT PROCESS:

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims for related damage can only be made when the bulletin has been paid/accepted.

Claims should be submitted quoting program code N595 and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

Program Code	Option	Description	SRO	Time	Sundry Item Code	Value
N595	X	Reimbursement to owner	N/A	N/A	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action N595 are included in this process. Only one claim per vehicle for related damages will be accepted.