



N595NAS1

# TECHNICAL BULLETIN

24 SEP 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.

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## SECTION:

100-00

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## SUBJECT/CONCERN:

Service Action - Incorrect Emissions Label Installed

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2021	790620-796378

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## MARKETS:

CANADA, USA

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## CONDITION SUMMARY:

**SITUATION:**

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where certain 2021 Model Year Range Rover Sport vehicles have been installed with an emission labels with incorrect model year.

**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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## SPECIAL TOOLS INFORMATION:

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

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## PARTS INFORMATION

Parts should be ordered through Jaguar Land Rover parts using normal procedures. The JLRVINRQ form is not required for this label.

**NOTE:**

Order only the expected percentage demand of parts as identified.

DESCRIPTION	PART NUMBER SUNDRY CODE	QUANTITY VALUE	EXPECTED PERCENTAGE DEMAND
Emissions Label 21MY	LR146161	1	38

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## S R O S

DESCRIPTION	SRO	TIME
N595 - Inspect emissions label - No further action	05.10.10	0.1
N595 - Inspect emissions label - Renew	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

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## 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 Recall Action N595 are included in this process. Only one claim per vehicle for related damages will be accepted.

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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.

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 or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	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

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

**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

**NOTES:**

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

1. Make a note of the model year of the vehicle. This can be confirmed by the 10th digit of the Vehicle Identification Number (VIN).
  - If the 10th digit of the VIN is **M**, the vehicle is **2021 model year**.
  - If the 10th digit of the VIN is **N**, the vehicle is **2022 model year**.
2. Open the hood.

3.



E286930

Inspect the model year number displayed on the emissions label.

- If the model year shown on the emissions label is **incorrect**, continue to the Service Instruction.
- If the model year shown on the emissions label is **correct**, close the hood and release the vehicle.

#### SERVICE INSTRUCTION

#### NOTES:

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

1.

**NOTES:**

- The new emissions label must be installed in the same position as the previous emissions label.
- Apply a small amount of heat to the emissions label to aid the removal of the label.



E286929

Remove and discard the emissions label.

- Clean the surrounding area.
- Remove the adhesive backing from the new emissions label.
- Install the new emissions label.

2. Close the hood and release the vehicle.