

JLRTB02059NAS3

**TECHNICAL BULLETIN**

15 NOV 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.

## INFORMATION

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**This reissue replaces all previous versions. Please destroy all previous versions.**

This bulletin supersedes TSB JLRTB02059NAS2/2021 dated 25 MAR 2021, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

## SECTION:

412-01A

## SUBJECT/CONCERN:

Incorrect Operation of Climate Control Air Distribution

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Discovery (LR)	2020-2022	413208-462574	Nitra (Slovakia)

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Defender (LE)	2020-2022	000252-091165	Nitra (Slovakia)

**MARKETS:**

## NORTH AMERICA

**CONDITION SUMMARY:****NOTE:**

Airflow through the windshield demist vents is not affected by this concern.

**SITUATION:**

The customer may experience one or both of the following symptoms:

- No airflow through the front face vents when set to 'face' only but airflow operates correctly when set to 'face and feet'.
- Airflow to feet is always present.

These symptoms may be experienced on the left or the right sides individually but also both sides at the same time.

**CAUSE:**

The airflow distribution doors have become locked. In some cases, the foam seals on the back of the distribution doors have become detached and trapped the doors.

**ACTION:**

Follow the instructions below.

**PARTS:**

PART NUMBER	DESCRIPTION	QUANTITY
<b>Discovery vehicles with full Thin Film Transistor (TFT) Instrument Panel Cluster (IPC) only</b>		
LR007641	Retainer	2

PART NUMBER	DESCRIPTION	QUANTITY
<b>Discovery vehicles with partial TFT IPC only</b>		
LR059799	Retainer	2
<b>All vehicles</b>		
LR149627	Adhesive foam pad	2

**WARRANTY:****NOTE:**

\* When submitting your Warranty claim within the Warranty portal, use the Condition Code list shown to select the Condition Code which best describes the vehicle defect.

**NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.
- The JLR claims submission system requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Discovery - JLRTB - Install adhesive foam pad	99.01.32	1.3	*	LR149627
Defender - JLRTB - Install adhesive foam pad	99.01.32	0.9	*	LR149627

**NOTE:**

Normal Warranty procedures apply.

**SERVICE INSTRUCTION:**

**NOTES:**

- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- This procedure contains illustrations showing certain components removed to provide extra clarity.

**All Vehicles**

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1. Make sure the front airflow distribution is set to 'face' before continuing to the next step.
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2. Disconnect the startup battery ground terminal (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - General Procedures).
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3. Remove the instrument panel lower trim for access (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Instrument Panel Lower Trim).

**Discovery Vehicles Only**

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4. Remove the lower glovebox for access (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Lower Glovebox).

**Defender Vehicles Only**

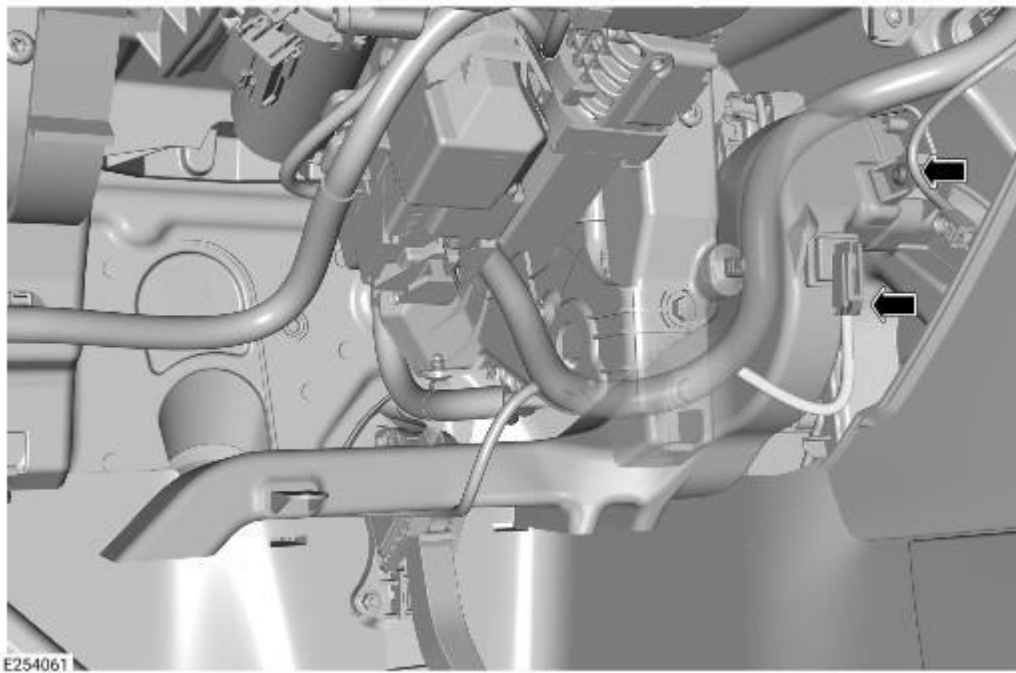
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5. Remove the glovebox for access (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Glovebox).

**All Vehicles**

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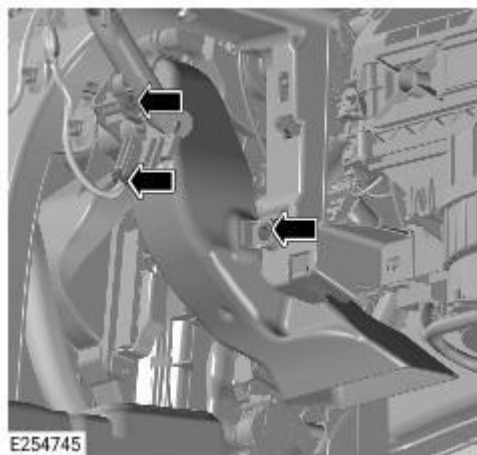
6.



Remove the left footwell air duct.

- Disconnect the electrical connector.
- Remove the screw.

7.



Remove the right footwell air duct.

- Disconnect the electrical connector.
- Remove the 2 screws.

8.



Remove and discard any adhesive foam pads that have detached from the left and right distribution doors.

9.



The illustration shows a distribution door in the 'closed/up' position. If a distribution door is in the 'open/down' position, carefully manually close the distribution door.

10.



E270298

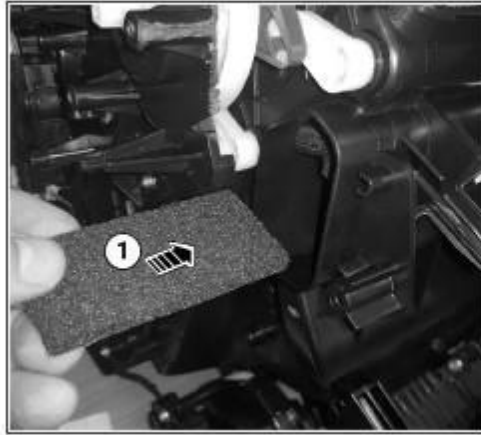
Remove the protective backing from 1 adhesive foam pad.

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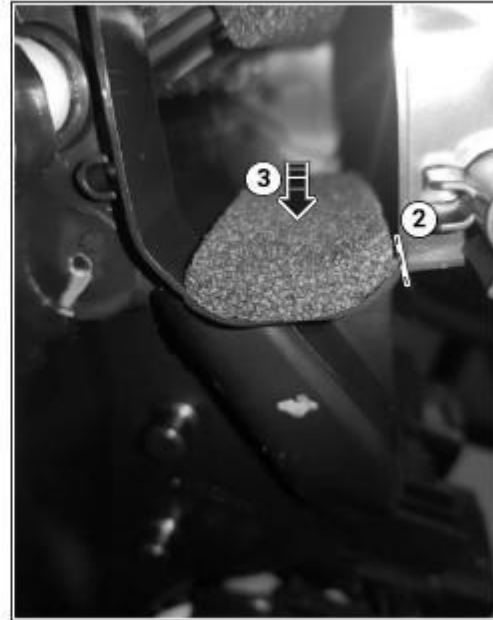
11.

**NOTE:**

Make sure the adhesive side of the foam pad is pointing down



E270299



Install the adhesive foam pad into the left foot duct outlet.

1. Fully insert the adhesive foam pad until it is flush with the outside edge of the duct outlet.
  2. Align the edge of the adhesive foam pad with the edge of the duct outlet.
  3. Apply firm pressure across the whole adhesive foam pad to secure it to the bottom of the duct outlet.
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12.



E270298

Remove the protective backing from the other adhesive foam pad.

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13.

**NOTE:**

Make sure the adhesive side of the foam pad is pointing down



E270300



Install the adhesive foam pad into the right foot duct outlet.

1. Fully insert the adhesive foam pad until it is flush with the outside edge of the duct outlet.
2. Align the edge of the adhesive foam pad with the edge of the duct outlet.
3. Apply firm pressure across the whole adhesive foam pad to secure it to the bottom of the duct outlet.

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14. To install, reverse steps 2 to 7.