



SERVICE ACTION

Global Service Action
Number: N694

Subject: <h3>Windshield Water Leaks</h3>	Publication No.: N694
	Model: Discovery (LR)
	Model Year: 2018 - 2020
	Date of Issue: 11 October 2022
	Expiry Date: 31 October 2024

To:	Jaguar Land Rover (JLR) North America, LLC - USA and Canada
For the Attention of:	The approved JLR retailer/authorized repairer
Important:	<p>NOTE: The information in this campaign 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 JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign</p>

DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range.

For certain 2018 model year Land Rover Discovery vehicles in Canada and for certain 2020 model year Land Rover Discovery vehicles in the USA, the customer may experience a wind noise or water ingress into the passenger compartment.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

At the time of confirming a booking for a vehicle repair, make sure that all outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

SERVICE INSTRUCTION - N694



NOTE: The information in this campaign 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 Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized [JLR](#) retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

Parts Information

The parts below should be ordered through [JLR](#) in the normal manner.

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Sunload Attenuating Windshield, Less Heated Windshield, Less Head Up Display	LR155772	1	18%
Sunload Attenuating Windshield, With Heated Windshield, Less Head Up Display	LR155773	1	18%
Sunload Attenuating Windshield, Less Heated Windshield, Head Up Display	LR155776	1	18%
Sunload Attenuating Windshield, With Heated Windshield, Head Up Display	LR155777	1	18%
Sealant Bond Kit	LR078295	2	18%

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO/Sundry	Time
N694 - Service inspection 1 - Renew windshield	99.02.01.02	2.3
N694 - Service inspection 1 and 2 - Renew windshield	99.02.01.03	2.5
N694 - Service inspection 1, 2 and 3 - Renew windshield	99.02.01.04	2.6
N694 - 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

Warranty claims should be submitted quoting program code N694 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



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.

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

Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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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).

3.



NOTE: This step will require an additional technician.

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.**

0:00

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.

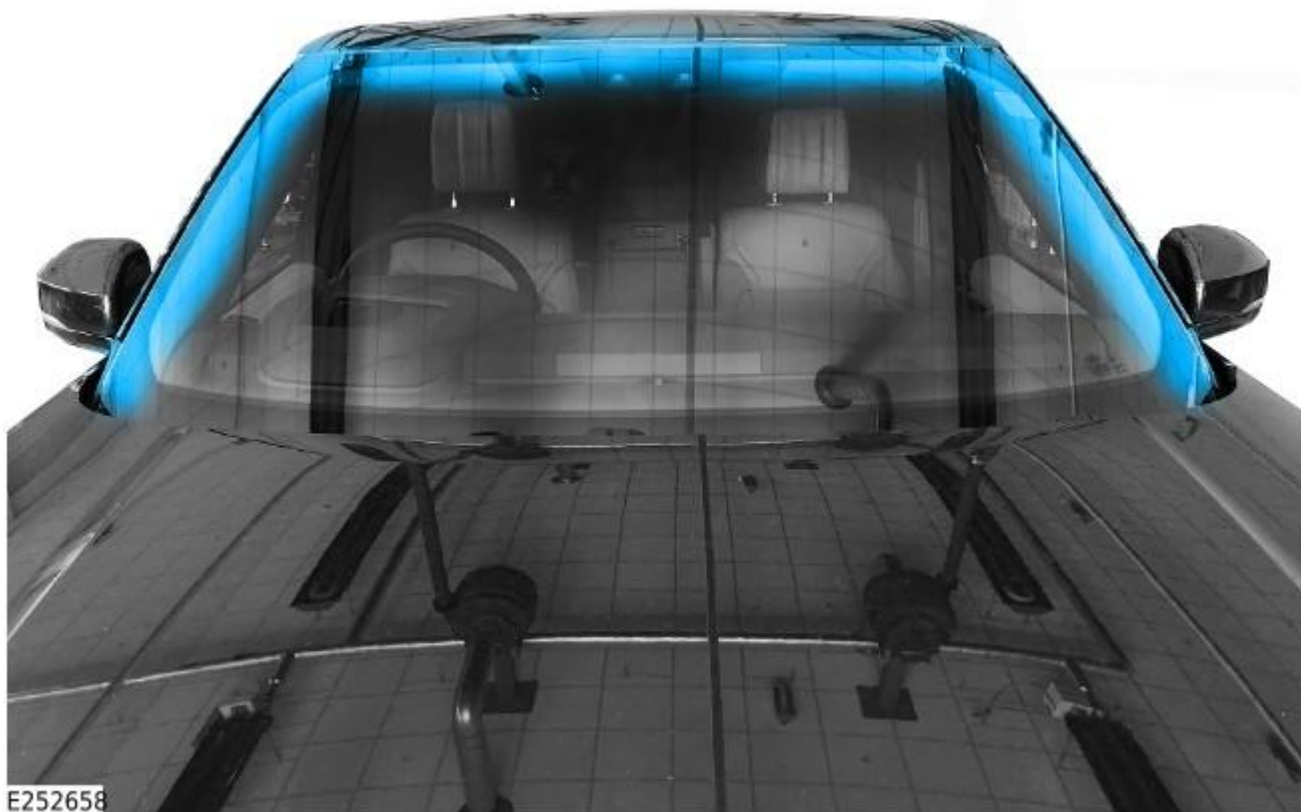


2. From inside the vehicle, inspect around the edge of the windshield for water ingress.

- 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).

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

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).