



# UPDATE PRIOR TO SALE NOTICE

Global Service Action  
Number: N748 UPS6822-2

Changes are highlighted in blue

<b>Subject:</b>  <b>Powered Loadspace Cover Concern</b>	Publication No.: N748 UPS6822-2
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Date of Issue: 21 February 2023
	Expiry Date: 28 February 2023

<b>To:</b>	Jaguar Land Rover North America, LLC.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	<p>USA: Hold at port of entry facility. USA: Quarantine in retailer/authorized repairer or applicable NSC location</p> <p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign has been re-issued to advise of a change to Step 2 of the Service Instruction.</p> <p>This campaign does not apply to any vehicles already registered and in use, either with the retailer/authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign.</p>

## DESCRIPTION OF ISSUE

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

On certain 2022 to 2023 model year Range Rover vehicles the powered loadspace cover may not operate as expected when using the switchpack or opening/closing the tailgate.

## ACTION TO BE TAKEN

This campaign directs retailers/authorized repairers to quarantine any unsold vehicles in the affected vehicle range.

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.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

Refer to the warranty section of this campaign for details of the Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

## CUSTOMER COMMUNICATION

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

"JLR are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles. JLR have advised us that there is an upgrade to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best possible."

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

## RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and retailers with regards to the launch of any Update Prior to Sale (UPS) notice.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Center (CRC) in the first instance for help and support.

**FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

**SERVICE INSTRUCTION****- N748 UPS6822-2****Parts Information**

The required automotive squeaks and rattles felt can be found in the JLR-NSL1001 automotive squeaks and rattles kit or can be locally sourced. For reference, the required felt specification in the JLR-NSL1001 automotive squeaks and rattles kit is as follows -

- 1.6 mm thickness
- 30% wool
- 70% viscose
- Self-adhesive backing

An allowance of £6.00 sterling has been allocated to locally source the automotive squeaks and rattles felt.

Description	Sundry	Value	% Of vehicles requiring this part*
Automotive squeaks and rattles felt	ZZZ999	£6.00	10%

\*When sourcing parts, source no more than the expected percentage failure rate of parts identified.

**SROs**

Description	SRO	Time
Powered loadspace cover - Inspect - No further action	05.10.10	0.1
Powered loadspace cover - Inspect - Install felt pad	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

**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 N748 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Sundry	Value
N748	A	Powered loadspace cover - Inspect - No further action	05.10.10	0.1	N/A	N/A
N748	B	Powered loadspace cover - Inspect - No further action Drive in/drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A
N748	C	Powered loadspace cover - Inspect - Install felt pad	05.10.10	0.1	ZZZ999	£6.00
N748	D	Powered loadspace cover - Inspect - Install felt pad Drive in/drive out	05.10.10 02.02.02	0.1 0.2	ZZZ999	£6.00

**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 [Jaguar Land Rover \(JLR\) 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:**

The powered loadspace cover switchpack is located on the right loadspace trim panel.

Test operation of the powered loadspace cover.

- Press the button briefly to retract the loadspace cover to its folded position.
- Press the button briefly to deploy the loadspace cover to its extended position.

2.

**NOTE:**

A light indicates the status of the powered loadspace cover system.

Press the switch to select the different modes.

- Flashing: Fault.
- Orange: Auto mode is ON.
- White: Auto mode OFF.

3. Test the operation of the powered loadspace cover 'auto mode'.

- With auto mode ON, close the tailgate to move the powered loadspace cover to its retracted position.
- With auto mode ON, open the tailgate to move the powered loadspace cover to its extended position.
- With auto mode OFF, the powered loadspace cover should remain in its current position.

4. If the powered loadspace cover operates as expected, no further action is required.

5. If the powered loadspace cover does not operate as expected, for example, becomes jammed or does not function at all, continue to the SERVICE INSTRUCTION.

## SERVICE INSTRUCTION

1. Remove the powered loadspace cover.

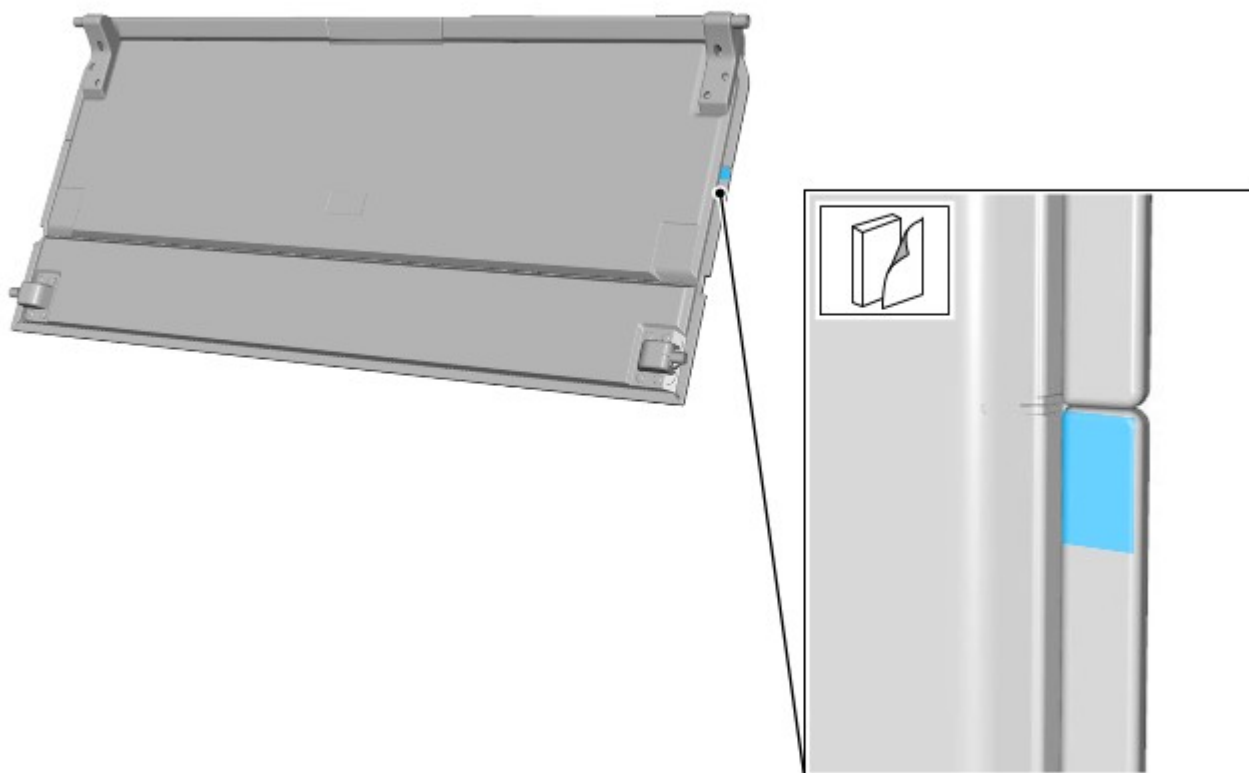
2.

**NOTE:**

The automotive squeaks and rattles felt must only be installed in the location shown in the illustration.

Install automotive squeaks and rattles felt onto the powered loadspace cover.

- Measure and cut a piece of automotive squeaks and rattles felt to the following dimensions: 30 mm x 10 mm
- Remove the protection from self adhesive backing.
- Install the automotive squeaks and rattles felt in the location shown highlighted in the illustration.



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3.

**CAUTION:**

Make Sure the front locator pegs are fully engaged in the forward position when installing the powered loadspace cover. Failure to engage the locator pegs may result in an unsecured powered loadspace cover and/or unwanted noise.

Re-install the powered loadspace cover.

4. To re-initialize the system, press and hold the AUTO button on the switchpack for 10 seconds.

5. Test operation of the powered loadspace cover.

- Press the button briefly to retract the loadspace cover to its folded position.
- Press the button briefly to deploy the loadspace cover to its extended position.

**6.** Test the operation of the powered loadspace cover 'auto mode'.

- With auto mode ON, close the tailgate to move the powered loadspace cover to its retracted position.
- With auto mode ON, open the tailgate to move the powered loadspace cover to its extended position.
- With auto mode OFF, the powered loadspace cover should remain in its current position.

7. If the powered loadspace cover operates as expected, no further action is required.

**8.**

**NOTE:**

Install the additional layer of automotive squeaks and rattles felt on top of the original piece, to make a double thickness layer.

If the powered loadspace cover does not operate as expected, repeat steps 1 to 6.