

Vehicle Quarantine Notice



Issue Date: 07 February 2024

Action No.: N871 UPS1024-1

Subject: **Righthand Side Lower A-Pillar Bolt**

Model(s):	Model/Variant	Model Year(s)	
		from	to
	Discovery Sport (LC)	2024	2024

To: All National Sales Companies (NSCs), importers, retailers and authorized repairers.

For the Attention of: The approved JLR retailer/authorized repairer.

Important: Quarantine vehicles at the Port of Entry Facility, retailer/authorized repairer or applicable NSC location.

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.

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.

Vehicle Quarantine Notices must strictly be adhered to. Unless otherwise stated in the content of this Vehicle Quarantine Notice, no vehicles are to be distributed, handed over to customers or used on public roads.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

On a certain number of 2024 model year 7 Seat and Plug-in Hybrid Electric Vehicle (PHEV) Discovery Sport vehicles, some body shells have been made where the righthand side lower A-Pillar bolt may not have been fastened to the specified torque. In this state it is possible that the body structure may not perform, in certain crash modes, as intended.

ACTION TO BE TAKEN

This campaign directs retailers/authorized repairers to quarantine any unsold and affected vehicles within the above vehicle range. No vehicles are to be distributed, handed over to customers or used on public roads. The Vehicle Identification Number (VIN) of any affected vehicle already handed over to customers must be reported by email to jlrcomp@jaguarlandrover.com.

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.

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 Vehicle Quarantine 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 this activity to acknowledge the poor experience.

Should you have any questions, 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



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: N871 UPS1024-2

Changes are highlighted in blue

Right Side Lower A-Pillar Bolt	Publication No.: N871 UPS1024-2
	Model: Discovery Sport (LC)
	Model Year: 2024
	Date of Issue: 13 February 2024
	Expiry Date: 13 February 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<p>Rest of World: Quarantine in retailer/authorized repairer or applicable NSC location. North American Territories: 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 issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for one year only. Repairs must be completed prior to the expiry date at the top of this campaign.</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>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

A certain number of 2024 model year 7 Seat and Plug-in Hybrid Electric Vehicle (PHEV) Discovery Sport vehicles, have been manufactured where the right side lower A-Pillar bolt may not have been tightened to the specified torque. In this state the body structure may not perform as intended in the event of an accident.

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, 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 - N871 UPS1024-2

SROs

Description	SRO	Time
Torque lower A-pillar bolt - Left hand drive vehicles	05.10.60	0.6
Torque lower A-pillar bolt - Right hand drive vehicles	05.10.70	0.7
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 N871 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
N871	A	Torque lower A-pillar bolt - Left hand drive vehicles	05.10.60	0.6
N871	B	Torque lower A-pillar bolt - Left hand drive vehicles Drive in/drive out	05.10.60 02.02.02	0.6 0.2
N871	C	Torque lower A-pillar bolt - Right hand drive vehicles	05.10.70	0.7
N871	D	Torque lower A-pillar bolt - Right hand drive vehicles Drive in/drive out	05.10.70 02.02.02	0.7 0.2

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).

Table of Contents

[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION A - LEFT HAND DRIVE VEHICLES](#)
[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION B - RIGHT HAND DRIVE VEHICLES](#)

SERVICE INSTRUCTION A - LEFT HAND DRIVE VEHICLES

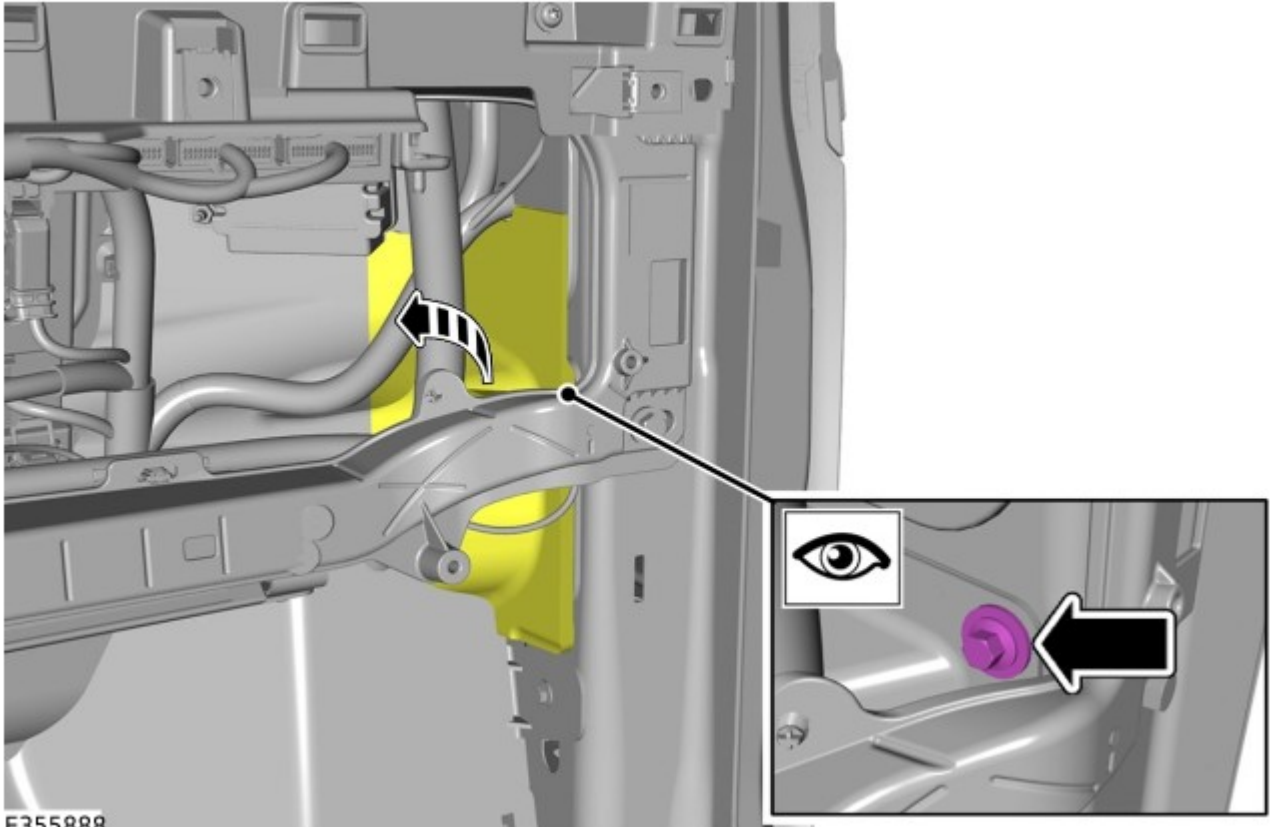
NOTE:

This procedure contains instructions for left hand drive vehicles, for right hand drive vehicles see Service Instruction B.

1. Remove the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

2. Remove the glovebox (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Glovebox).

3. Reposition the **Noise, Vibration and Harshness (NVH)** material to access the lower A-pillar bolt.



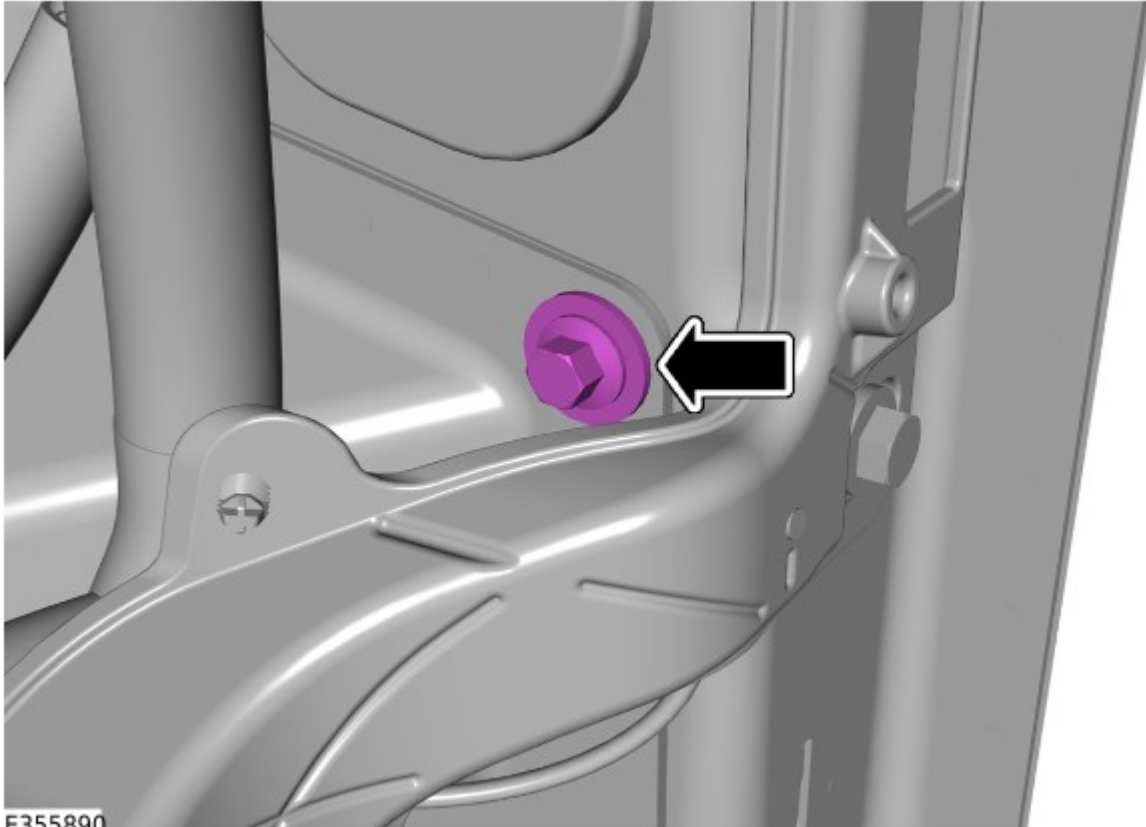
4.

NOTE:

To tighten the lower A-pillar bolt a 1/4 drive socket, 1/4 drive extension, 1/4 drive to 3/8 drive adapter and 3/8 drive torque wrench is required.

Tighten the lower A-Pillar bolt.

- Torque: **24 Nm**



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5. Reposition the [NVH](#) material to the correct location.

6. Install the glovebox (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Glovebox).

7. Install the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

SERVICE INSTRUCTION B - RIGHT HAND DRIVE VEHICLES

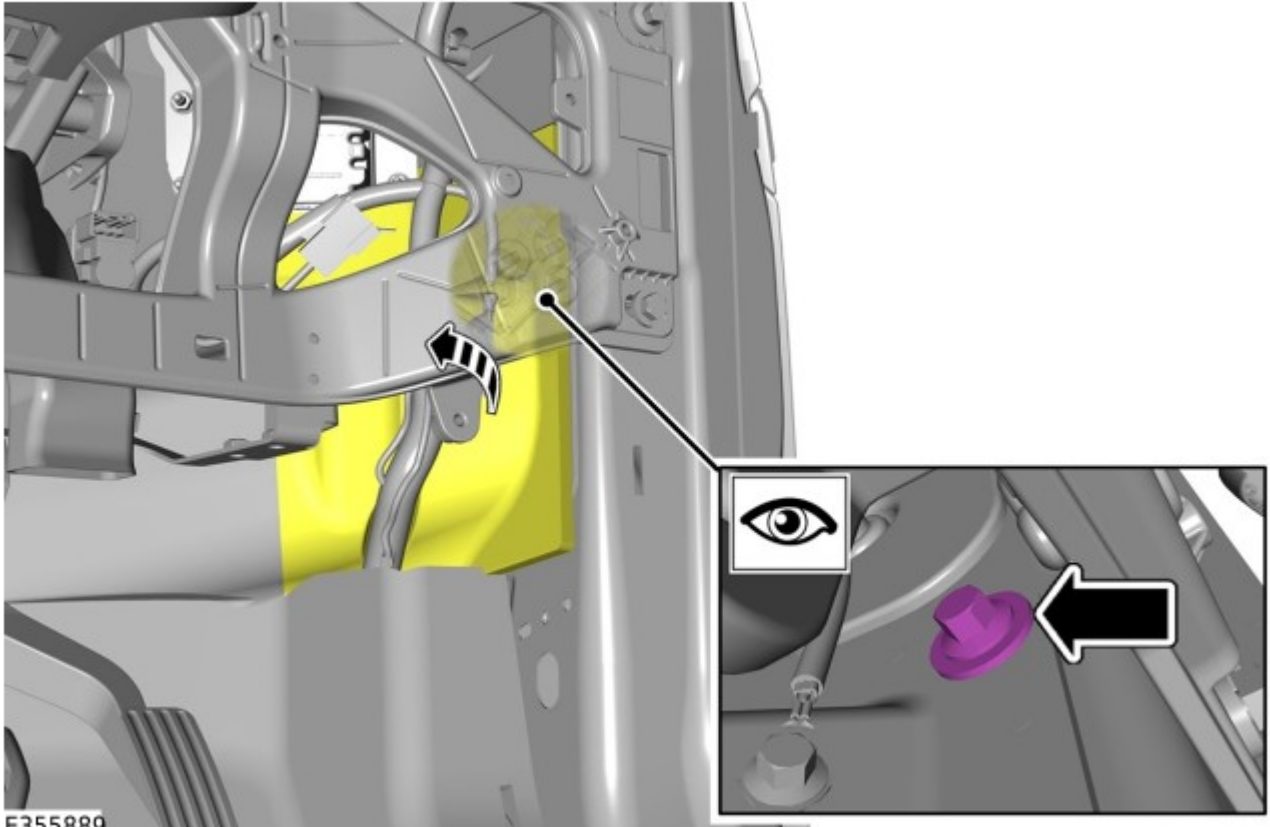
NOTE:

This procedure contains instructions right hand drive vehicles, for left hand drive vehicles see Service Instruction A.

1. Remove the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).

2. Remove the instrument panel lower trim (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Instrument Panel Lower Trim).

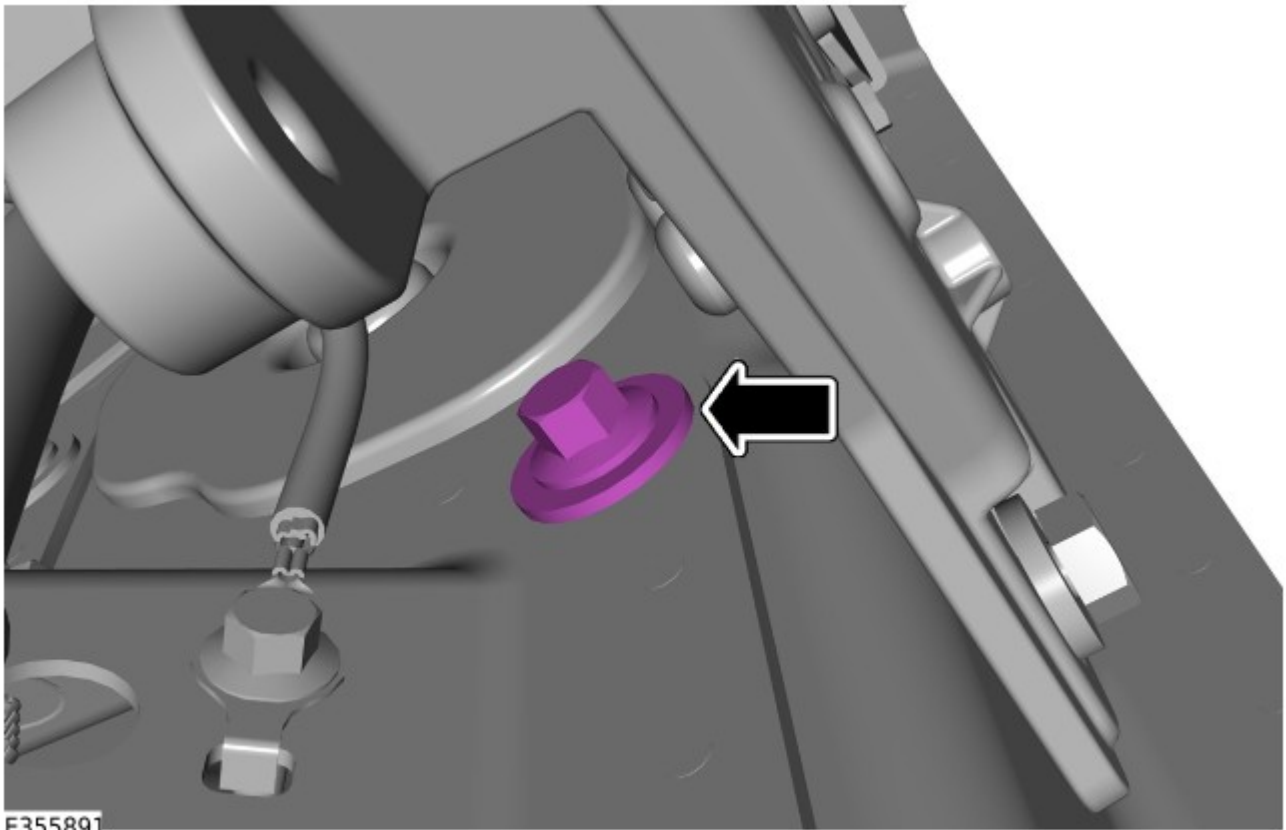
3. Reposition the [NVH](#) material to access the lower A-pillar bolt.



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4. Tighten the lower A-pillar bolt.

- Torque: **24 Nm**



5. Reposition the [NVH](#) material to the correct location.

6. Install the instrument panel lower trim (See TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Instrument Panel Lower Trim).

7. Install the front right treadplate (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Treadplate).