



SERVICE ACTION

Global Service Action
Number: N913

Loadspace Floor Tray	Publication No.: N913
	Model: Defender (LE)
	Model Year: 2024
	Date of Issue: 11 September 2024
	Expiry Date: 31 March 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A concern has been identified on certain 2024 model year Defender 90 and 130 vehicles where the loadspace floor tray was specified but not supplied.

ACTION TO BE TAKEN

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

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest JLR retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

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.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and 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.

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The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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The following applies to:
[NORTH AMERICA]

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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 - N913

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty
Loadspace Floor Tray - Defender 90	LR190078	1
Loadspace Floor Tray - Defender 130	LR190079	1

SROs

Description	SRO	Time
Install Loadspace Floor Tray	76.14.66	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 N913 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	Part Number	Qty
N913	A	Install Loadspace Floor Tray - Defender 90	76.14.66	0.1	LR190078	1
N913	B	Install Loadspace Floor Tray - Defender 90 Drive in/drive out	76.14.66 02.02.02	0.1 0.2	LR190078	1
N913	C	Install Loadspace Floor Tray - Defender 130	76.14.66	0.1	LR190079	1
N913	D	Install Loadspace Floor Tray - Defender 130 Drive in/drive out	76.14.66 02.02.02	0.1 0.2	LR190079	1



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 campaign.

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).

SERVICE INSTRUCTION

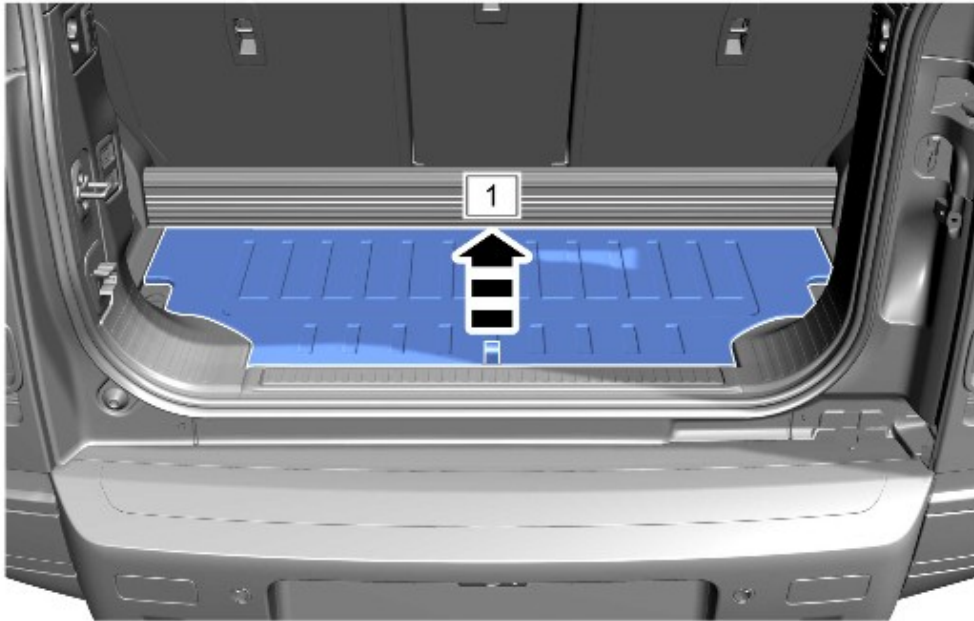


NOTES:

- 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.

1. Open the tailgate.

2. Remove the loadspace floor.



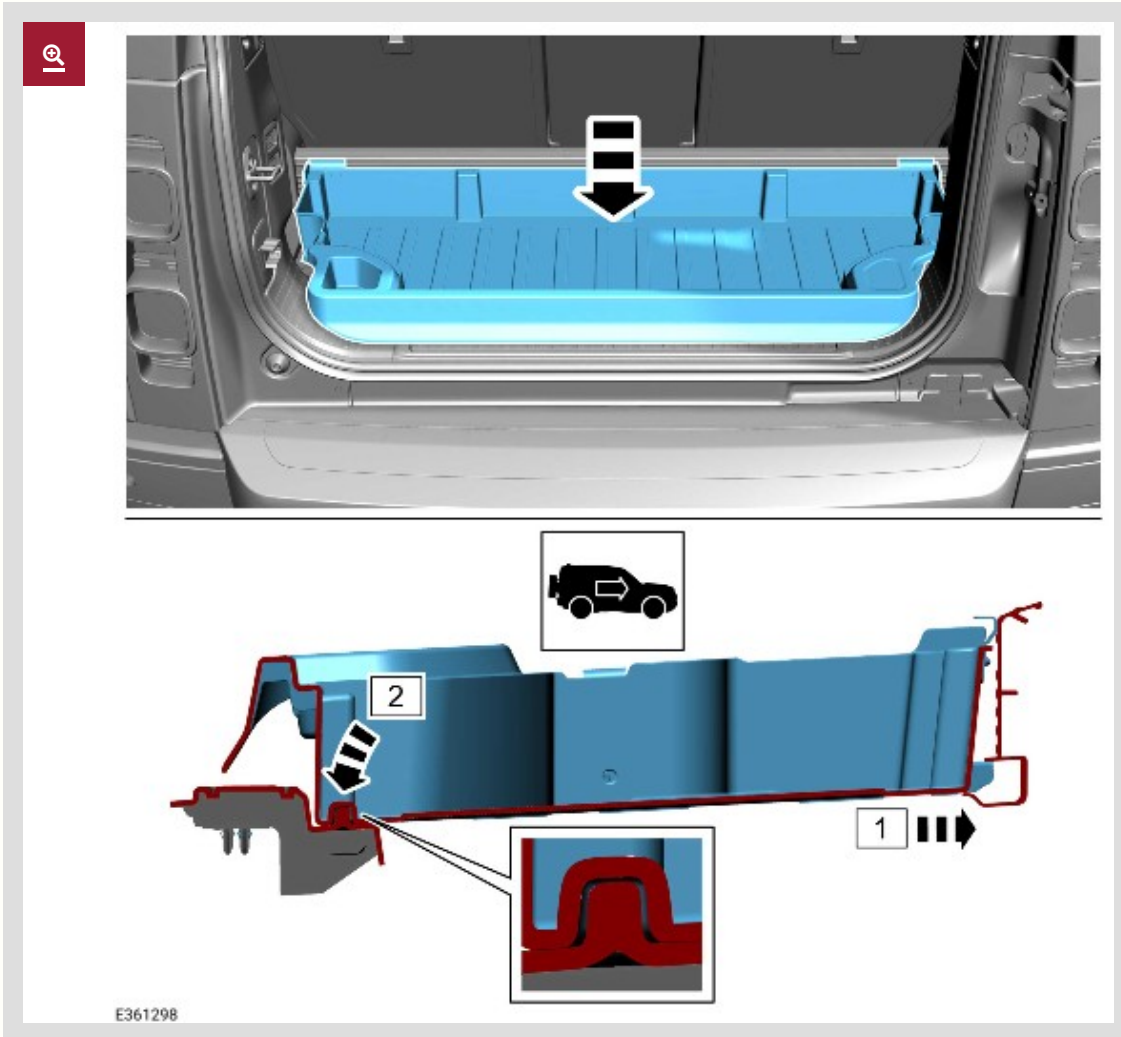
E361297

3.

! CAUTION:

Do not use the side straps to lift the loadspace floor tray.

Install the new loadspace floor tray as shown in the illustration.

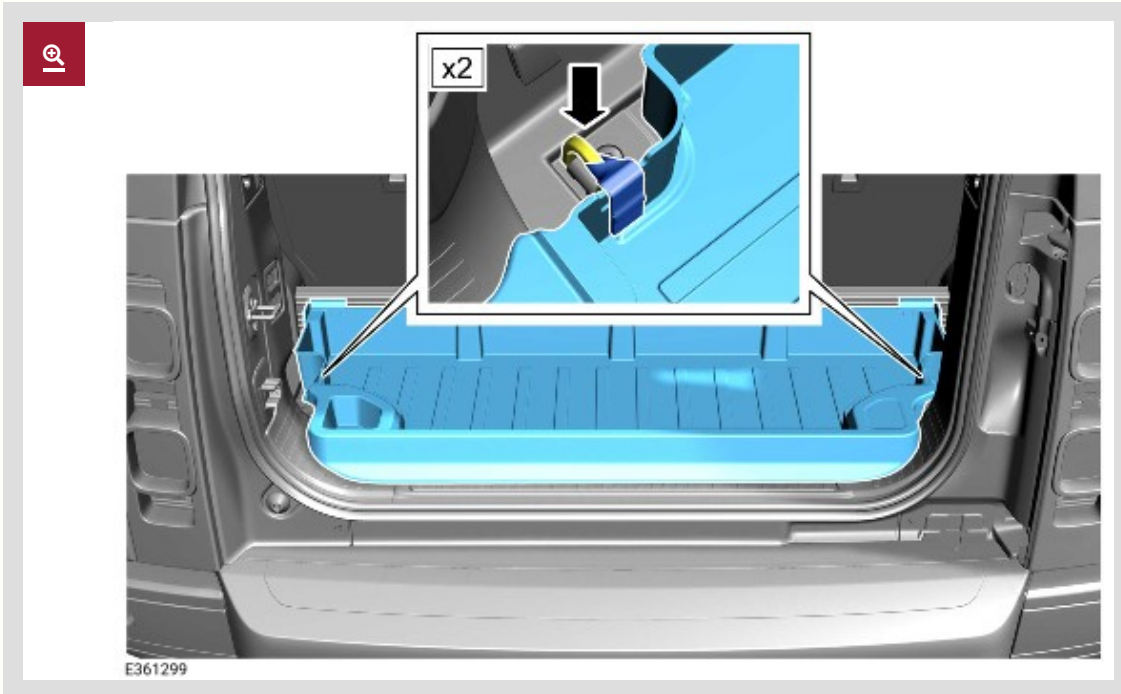


4.

! CAUTION:

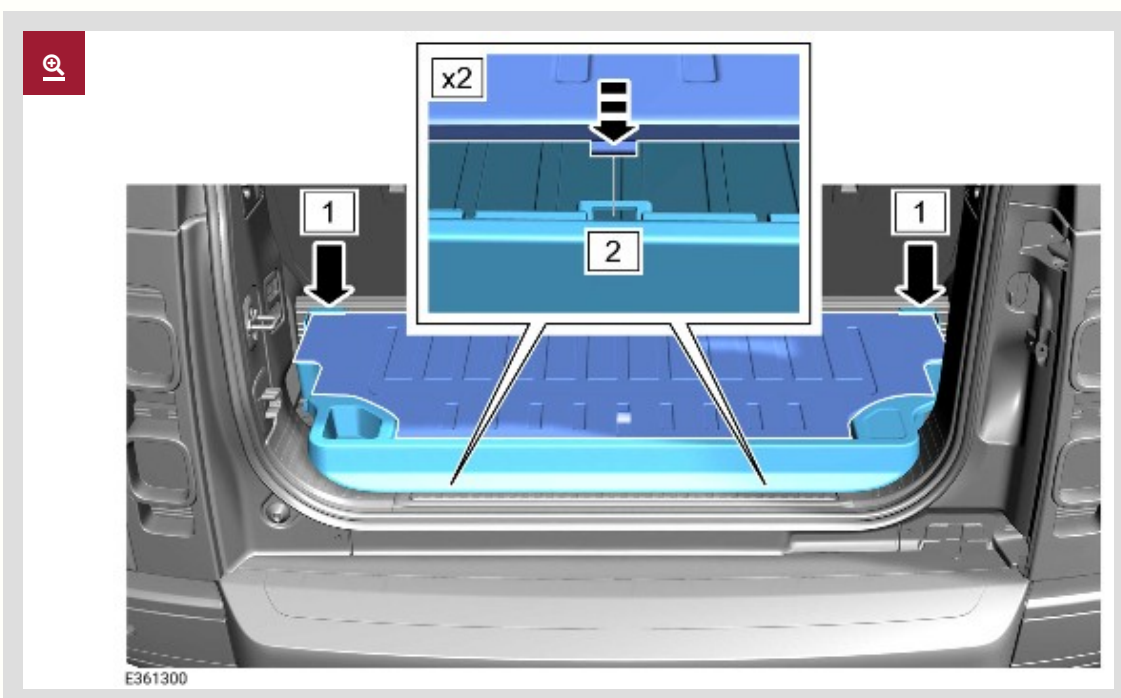
The 2 side straps must not be twisted. Do not use excessive force when pulling straps.

Install the 2 side straps through the 2 D-Loops, pull hand tight and secure.



5. Install the loadspace floor.

- Slide the loadspace floor under the 2 loadspace floor tray brackets.
- Push down the loadspace floor to the loadspace floor tray to secure.



6. Close the tailgate.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N913

Date: month/year

An important message for owners of Defender 90 and 130 Vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2024 model year Defender 90 and 130 vehicles.

Why are we contacting you?

A concern has been identified on certain 2024 model year Defender 90 and 130 vehicles where the loadspace floor tray was specified but not supplied.

What will your JLR retailer/authorized repairer do?

We will install the loadspace floor tray. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your JLR retailer/authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call your preferred JLR retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N914. If you do not have a JLR retailer/authorized repairer, access, www.landrover.co.uk or www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the JLR retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business