



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: N952 UPS5524-1

Towing Eye Bezel Missing	Publication No.: N952 UPS5524-1
	Model: Defender (LE)
	Model Year: 2025
	Date of Issue: 07 January 2025
	Expiry Date: 07 January 2026

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers. Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	Rest of World: Quarantine in retailer / authorized repairer or applicable NSC location. North American Territories: Quarantine in retailer / authorized repairer or applicable NSC location. North American Territories: Hold at port of entry facility. 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 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. 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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

On certain 2025 model year Defender vehicles the towing eye bezels may not have been provided in the Pre-Delivery Inspection (PDI) pack and could not be installed as part of the PDI.

ACTION TO BE TAKEN

This campaign directs JLR 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.

JLR 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 JLR retailers / authorized repairers 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.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



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 - N952 UPS5524-1

Parts Information

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

Description	Part Number	Qty
Black towing eye bezel - right side	LR149775	1
Black towing eye bezel - left side	LR149776	1

SROs

Description	SRO	Time
Install towing eye bezel - pair	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 N952 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
N952	A	Install towing eye bezel - pair	05.10.10	0.1	LR149775	1
					LR149776	1
N952	B	Install towing eye bezel - pair Drive in/drive out	05.10.10	0.1	LR149775	1
			02.02.02	0.2	LR149776	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:

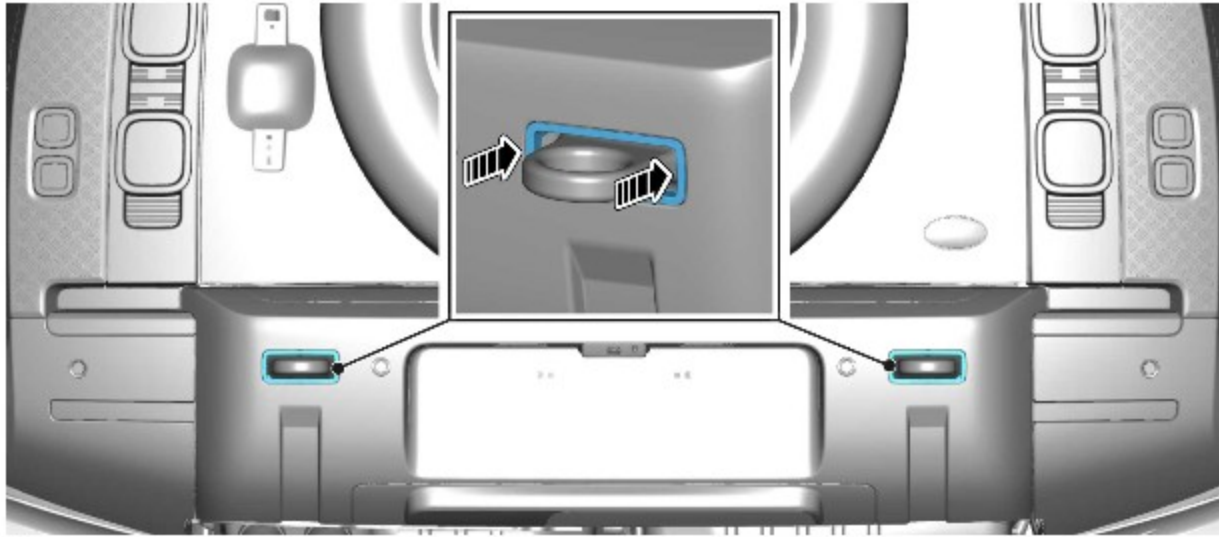
If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Install the left side and right side towing eye bezels.



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