

N221NAS2



# TECHNICAL BULLETIN

06 NOV 2018

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NOTE: The information in Technical Bulletins 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 Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

Changes are highlighted in blue

## SECTION:

501-11

## SUBJECT/CONCERN:

Service Action: Windshield Water Leaks

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Evoque (LV)	2015-2018	055105-260364
Discovery (LR)	2017	000128-022488

## MARKETS:

USA

## CONDITION SUMMARY:

### SITUATION:

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where water ingress into the passenger compartment or wind noise may be evident.

### ACTION:

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

## PARTS:

### NOTE:

Order only the expected percentage demand of parts identified.

### DISCOVERY

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield - Climate; less Heated; less Head Up Display (HUD)	LR106636	1	5%
Windshield - Climate; with Heated; less Head Up Display (HUD)	LR106637	1	5%

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield - Climate; less Heated; with Head Up Display (HUD)	LR083216	1	5%
Windshield - Climate; with Heated; with Head Up Display (HUD)	LR106639	1	5%
Bond kit	LR078295	1	5%

## RANGE ROVER EVOQUE

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield - 3-door; with Heated; less Head Up Display (HUD)	LR048385	1	12%
Windshield - 3-door; less Heated; less Head Up Display (HUD)	LR048383	1	12%
Windshield - 3-door and Folding top; with Heated; with Head Up Display (HUD)	LR069707	1	12%
Windshield - 3-door/Folding top; less Heated; with Head Up Display (HUD)	LR069706	1	12%
Windshield onwards - 3-door/Folding top; with Heated; less Head Up Display (HUD)	LR069712	1	12%
Windshield - 3-door/Folding top; less Heated; less Head Up Display (HUD)	LR069709	1	12%
Windshield - 5-door; with Heated; less Head Up Display (HUD)	LR048381	1	12%
Windshield - 5-door; less Heated; less Head Up Display (HUD)	LR048379	1	12%
Windshield - 5-door Heated; with Head Up Display (HUD)	LR069747	1	12%
Windshield - 5-door; less Heated; with Head Up Display (HUD)	LR069746	1	12%
Windshield - 5-door; with Heated; less Head Up Display (HUD)	LR066895	1	12%

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Windshield - 5-door; less Heated; less Head Up Display (HUD)	LR066894	1	12%
Bond kit	LR078295	1	12%
Fixings external A-pillar trim clip	LR033144	10	12%
Fixings external A-pillar trim clip grommet	LR002229	10	12%

## SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

## WARRANTY:

### NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code 'N221', Option Code 'X', and all the relevant SRO and parts information. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the July 31, 2020, closure date must be submitted for payment within 30 calendar days of

completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N221	X	Inspection (water and air bubble)	76.81.89.44	0.1
N221	X	Glass/sealing rubber windshield - Renew - Discovery	76.81.01	1.5
N221	X	Glass/sealing rubber windshield - Renew - Range Rover Evoque (3-/5-door)	76.81.01	1.7
N221	X	Glass/sealing rubber windshield - Renew - Range Rover Evoque (Folding top)	76.81.01	1.9
N221	X	Pathfinder - Transit mode - Engage	88.90.60	0.1
N221	X	Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

1



Apply soapy water to the affected area as shown and inspect the windshield.

2

**⚠ WARNING:**

Take extra care when using the air blower with compressed air.



Use an air blower to blow compressed air around the edge of the inner side of the windshield as shown.

- 1 While continuing to blow air around the inner edge of the windshield, apply gentle pressure by hand to the top section of the windshield from inside the vehicle.

3

**△ NOTE:**

This step will require an additional technician.

Inspect the outer upper affected area of the windshield.

- If bubbles do not form in the soapy water, go to step 5.
- If bubbles do form in the soapy water and a leak is identified, go to step 4.

4

Renew the windshield (see TOPIx Workshop Manual section 501-11: Glass, Frames and Mechanisms - Removal and Installation - Windshield).

5

Release the vehicle.