

SERVICE ACTION N258: HOOD LATCH - FALSE ACTIVATION



NAS19.01.002 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

JANUARY 3, 2019

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where unexpected alarm activation with the vehicle locked occurs and/or the vehicle cannot be locked.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: 2017-2018

VIN: 649801-778379

Discovery (L462)

Model Year: 2017-2018

VIN: 000020-047440

Range Rover Evoque (L538)

Model Year: 2017-2018

VIN: 169291-321970

Range Rover Velar (L560)

Model Year: 2018

VIN: 700011-776287

Range Rover Sport (L494)

Model Year: 2017-2018

VIN: 100433-813816

Range Rover (L405)

Model Year: 2017-2018

VIN: 302562-516010

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will replace the hood latch. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this program prior to undertaking any rework 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 rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N258NAS, *Service Action: Hood Latch - False Activation*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Hood latch	LR125366	1	100

TOOLS

Refer to Technical Bulletin noted above for any required 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 outstanding 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 together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can 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. Refer to the Jaguar Land Rover claims submission system to obtain the latest repair time.

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

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N258	A	Discovery Sport (L550) Range Rover Evoque (L538)	Hood latch - Renew	76.16.21	0.2	LR125366	1
N258	B	Discovery Sport (L550) Range Rover Evoque (L538)	Hood latch - Renew	76.16.21	0.2	LR125366	1
			Drive in/drive out	02.02.02	0.2	-	-
N258	A	Discovery (L462) Range Rover Velar (L560) Range Rover (L405)	Hood latch - Renew	76.16.21	0.3	LR125366	1
N258	B	Discovery (L462) Range Rover Velar (L560) Range Rover (L405)	Hood latch - Renew	76.16.21	0.3	LR125366	1
			Drive in/drive out	02.02.02	0.2	-	-
N258	A	Range Rover Sport (L494)	Hood latch - Renew	76.16.21	0.4	LR125366	1
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N258	B	Range Rover Sport (L494)	Hood latch - Renew	76.16.21	0.4	LR125366	1
			Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.