

# SERVICE ACTION N591 - INCORRECT 20-INCH WHEELS INSTALLED



NAS21.09.006

WORKSHOP

CAN/USA

AFTERSALES BULLETIN

SEPTEMBER 08, 2021

## DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where vehicles have been installed with the incorrect 20 inch wheel style.

## AFFECTED VEHICLE RANGE

Discovery LR

Model Year: ..... 2021-2022

VIN: ..... 444933-456345

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

## SERVICE PROGRAM / REWORK ACTION

Retailers are to offer customers the choice of keeping or replacing the currently fitted wheels. New vehicles must have this completed as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

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

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for 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.

Refer to Technical Bulletin N591NAS, *Service Action: Incorrect 20-Inch Wheels Installed*, for detailed repair instructions.

**NOTE:** Before commencing any vehicle repair please ensure the vehicle owner has provided their instructions on which repair option, is required, if any.

## PARTS

**NOTE:** Estimated percentage of parts required for replacement.

Use the Vehicle Identification Number (VIN) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE*	% OF VEHICLES REQUIRING THIS PART
20-inch Aero Viper alloy style 5011 wheel	LR142066	4	24
20-inch Aero Viper alloy style 5011 wheel	LR142066	5	19

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE*	% OF VEHICLES REQUIRING THIS PART
20-inch Discus alloy style 5122 wheel	LR142067	4	5
20-inch Discus alloy style 5122 wheel	LR142067	5	1
Rubber valve kit	LR156917	1	As required
Metal valve kit	LR043163	1	As required
Customer reimbursement	ZZZ001	\$1.30	N/A

\* An allowance of \$1.30 USD or local equivalent has been provided under option code A to enable a related customer reimbursement claim to be submitted following procedures detailed below, should the customer opt to keep the current wheels.

### 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. 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, 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART / VALUE	QUANTITY/ SUNDRY CODE
N591	A	Customer keeps current wheels - reimburse paid feature cost	N/A	N/A	ZZZ001	\$1.30
N591	B	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels	99.02.01.35	1.2	LR142066 LR156917	4 1
N591	C	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels Drive in/drive out	99.02.01.35 02.02.02	1.2 0.2	LR142066 LR156917	4 1

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART / VALUE	QUANTITY/ SUNDRY CODE
N591	D	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels	99.02.01.35	1.2	LR142066 LR043163	4 1
N591	E	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels Drive in/drive out	99.02.01.35 02.02.02	1.2 0.2	LR142066 LR043163	4 1
N591	F	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels	99.02.01.36	1.5	LR142066 LR156917	5 1
N591	G	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels Drive in/drive out	99.02.01.36 02.02.02	1.5 0.2	LR142066 LR156917	5 1
N591	H	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels	99.02.01.36	1.5	LR142066 LR043163	5 1
N591	J	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels Drive in/drive out	99.02.01.36 02.02.02	1.5 0.2	LR142066 LR043163	5 1
N591	K	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels	99.02.01.35	1.2	LR142067 LR156917	4 1
N591	L	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels Drive in/drive out	99.02.01.35 02.02.02	1.2 0.2	LR142067 LR156917	4 1 -
N591	M	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels	99.02.01.35	1.2	LR142067 LR043163	4 1
N591	N	N591 - Exchange 4 alloy wheels - includes removing 4 tire valves and balancing 4 wheels Drive in/drive out	99.02.01.35 02.02.02	1.2 0.2	LR142067 LR043163	4 1
N591	P	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels	99.02.01.36	1.5	LR142067 LR156917	5 1
N591	Q	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels Drive in/drive out	99.02.01.36 02.02.02	1.5 0.2	LR142067 LR156917	5 1
N591	R	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels	99.02.01.36	1.5	LR142067 LR043163	5 1
N591	S	N591 - Exchange 5 alloy wheels - includes removing 5 tire valves and balancing 5 wheels Drive in/drive out	99.02.01.36 02.02.02	1.5 0.2	LR142067 LR043163	5 1

National Warranty policies and procedures apply

## CUSTOMER REIMBURSEMENT PROCESS IF CUSTOMER PAID FOR WHEEL OPTION

**NOTE:** Claims for related damages can only be made when a claim option A has been submitted and paid/accepted.

If a customer has paid for the 20 Inch Aero Viper alloy style 5011 wheel option, but wishes to keep the 20 Inch Discus alloy style 5122 installed, the retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Only vehicles eligible for Recall Action N591 are included in this process. Only one claim per vehicle will be accepted.

Claims should be submitted quoting program code N591 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code X as detailed in the table shown below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	COUNTRY	SRO	TIME (HOURS)	SUNDRY CODE	VALUE*
N591	X	Reimbursement to owner	Canada	N/A	N/A	ZZZ999	\$550.00
			United States				CAD
							\$500.00
							USD

A copy of the invoice if available must be attached to the repair order for Warranty Audit purposes.

Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges

Only vehicles eligible for Recall Action N591 are included in this process. Only one claim per vehicle will be accepted.

## SERVICE INFORMATION

If the vehicle was ordered with the optional Aero Viper style 5011 wheels but has been manufactured with the standard Discus style 5122 wheels, a new set of the optional Aero Viper style 5011 wheels can be installed to match the specification ordered. The customer can, however, choose to receive a reimbursement for the option cost, if they would prefer to keep the standard Discus style 5122 wheels.

If the vehicle was ordered with the standard Discus style 5122 wheels but has been manufactured with the optional Aero Viper style 5011 wheels, a new set of the standard Discus style 5122 wheels can be installed to match the specification ordered. In this instance, there will be no reimbursement offered should the customer wish to keep the current wheels as they were provided at no additional cost.

1. This image shows the optional Aero Viper style 5011 wheel.



2. This image shows the standard Discus style 5122 wheel.



# SERVICE ACTION N591: SAMPLE OWNER LETTER - CANADA

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September 2021

## Service Action N591 Incorrect 20-Inch Wheels Installed

**Vehicle Affected: Land Rover Discovery**  
**Model Year: 2021-2022**

**Dear Land Rover Discovery Owner,**

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N591) for owners of certain 2021-2022 model year Land Rover Discovery vehicles.

### What is the reason for this program?

Certain vehicles have been manufactured with the incorrect 20-inch wheel style where customers have paid for the optional Aero Viper style 5011 wheel but received the standard Discus style 5122 wheel and some have received the optional Aero Viper style 5011 wheel at no additional cost.

1. This image shows the optional Aero Viper style 5011 wheel.



2. This image shows the standard Discus style 5122 wheel.



### What will Land Rover and your authorized Land Rover retailer do?

If your vehicle was ordered with the optional Aero Viper style 5011 wheel but was fitted with the Discus style 5122 wheel, we will replace all the wheels on your vehicle to match the specification ordered or alternatively provide you a reimbursement for the option cost if you prefer to keep the wheels that are already installed.

If your vehicle was manufactured with the optional Aero Viper style 5011 wheel but the standard Discus style 5122 wheel was ordered, we will offer to replace all the wheels on your vehicle back to the standard specification ordered. Alternatively, you may elect to keep the current Aero Viper Style 5122 wheel, but no reimbursement will be offered as they were provided at no additional cost.

### What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N591'. Please discuss with your Service Advisor whether you wish to have your wheels replaced. Your retailer will reimburse you for the option cost of the Aero Viper Style wheel you elect to keep the existing wheels.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers . and is expected to take less than two (2) hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** please forward this notification to the lessee within 10 days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-346-3493, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrcweb2@jaguarlandrover.com](mailto:lrcweb2@jaguarlandrover.com).

If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover Canada ULC  
ATTN: Customer Relationship Center  
75 Courtneypark Drive West, Unit 3  
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,



Jeffery Peel  
Director, Customer Service  
Jaguar Land Rover Canada ULC

September 2021

## Service Action N591 Incorrect 20-Inch Wheels Installed

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**Model Year: 2021-2022**

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If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long, sweeping horizontal stroke at the end.

Thomas Giese  
Director, Technical Services  
Customer Service  
Jaguar Land Rover North America, LLC