



SERVICE ACTION

Global Service Action
Number: N714NAS1

Changes are highlighted in blue

Subject: Hands-free Tailgate Module Shortage	Publication No.: N714NAS1
	Model: Range Rover (LK)
	Model Year: 2023
	Model: Range Rover Velar (LY)
	Model Year: from 2022
	Model: New Range Rover Evoque (LZ)
	Model Year: from 2023
	Model: Discovery (LR)
	Model Year: from 2023
	Date of Issue: 26 June 2022

To:	Jaguar Land Rover (JLR) North America, LLC USA and Canada
For the Attention of:	The approved <u>JLR</u> retailer/authorized repairer
Important:	NOTE: The information in this campaign 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 <u>JLR</u> retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized <u>JLR</u> retailer/authorized repairer to determine if this campaign applies to a specific vehicle

DESCRIPTION OF ISSUE

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

Due to a global shortage of microchips, vehicles are being shipped without the Hands-free Tailgate feature. A further service communication will be issued for all affected vehicles, to provide a Hands-free Tailgate module when parts become available.

ACTION TO BE TAKEN

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

When handing over the vehicle, please inform the customer that the Hands-free Tailgate feature is currently unavailable due to the global shortage of microchips. A further service communication will be issued for all affected vehicles, to provide a hands-free tailgate module when parts become available. Until such a time, the vehicle can be released with this campaign action outstanding.

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.

Yours faithfully

Simon Barnes

Global Customer Care Quality Director