



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: N837 UPS5123-2

Changes are highlighted in blue

Structural Adhesive Concern	Publication No.: N837 UPS5123-2
	Model: Range Rover (LK)
	Model Year: 2024
	Model: Range Rover Sport (L1)
	Model Year: 2024
	Date of Issue: 15 December 2023
	Expiry Date: 15 December 2024

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

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

The structural adhesive applied to certain underbody panels has been mis-applied on a number of body shells such that the adhesive is not bonding the panels together as intended. The lack of appropriate bonding may lead to a reduction of structural capability.

ACTION TO BE TAKEN

This campaign directs 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.

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 retailers 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, please contact the Customer Relationship Center (CRC) in the first instance for help and support.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your 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 - N837 UPS5123-2

Parts Information

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

Description	Part Number/Sundry	Qty/Value
Breakstem Fastener (BSF)	LR043932	2
Plug-in Hybrid Electric Vehicle (PHEV) Only - Battery Bolts	LR166366	10
PHEV Only - Transmission Undershield Bolt Retainers	LR165498	6
Approved JLR body shop charge (plus transport if required)	ZZZ999	Retailer to enter

SROs

Description	Derivative	SRO	Time
Remove and reinstall right undershield	All except PHEV	76.11.84	0.5
Remove and reinstall PHEV battery	PHEV only	15.10.13	4.1
Power down - Safety Accompanying Person	PHEV only	01.01.61.33	0.2
Permit To Work (PTW) issue	PHEV only	01.01.59	0.1
Drive in/drive out	All	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

NOTE:

Only one ZZZ999 claim can be made per repair.

Warranty claims should be submitted quoting program code N837 with option code X. In this instance it will also be necessary to enter the parts from the first table and the required SROs or the sundry code from the second table.

To claim work completed by the JLR approved body shop, select ZZZ999 and enter the amount you have been charged, attach a copy of the invoice to the claim for warranty audit purposes.

If the vehicle was transported by a third party to and from the approved JLR body shop, increase the ZZZ999 amount for the repair by amount you have been charged, attach a copy of the invoice to the claim for warranty audit purposes.

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 bulletin.

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

[PHEV](#) Vehicles Only

1. Remove the [High Voltage \(HV\)](#) battery (see TOPIx Workshop Manual section 611-02: Battery - Removal and Installation - [PHEV](#) Battery).

Non [PHEV](#) Vehicles Only

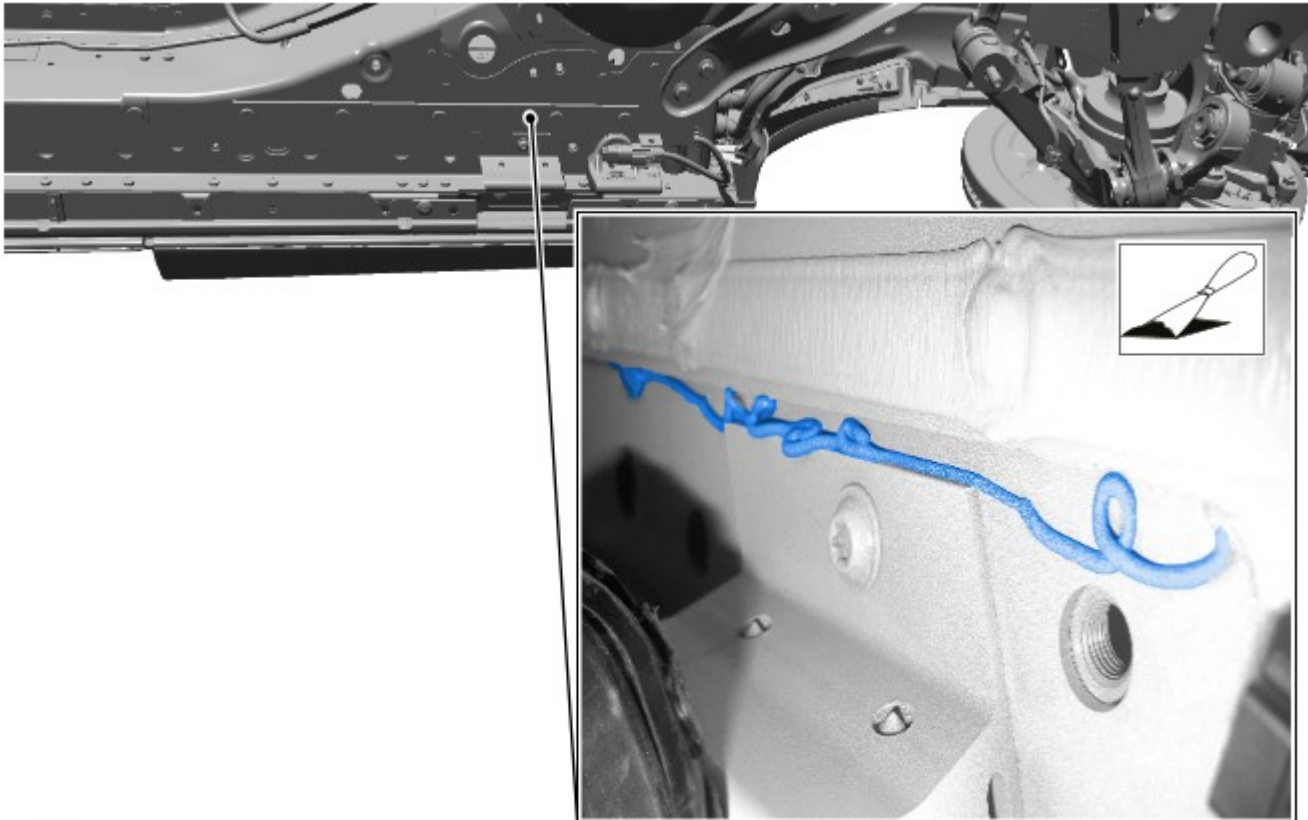
2. Remove the right undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Right Undershield).

WARNING:

Steps 3 to 14 of the must only be completed by an approved JLR body shop.

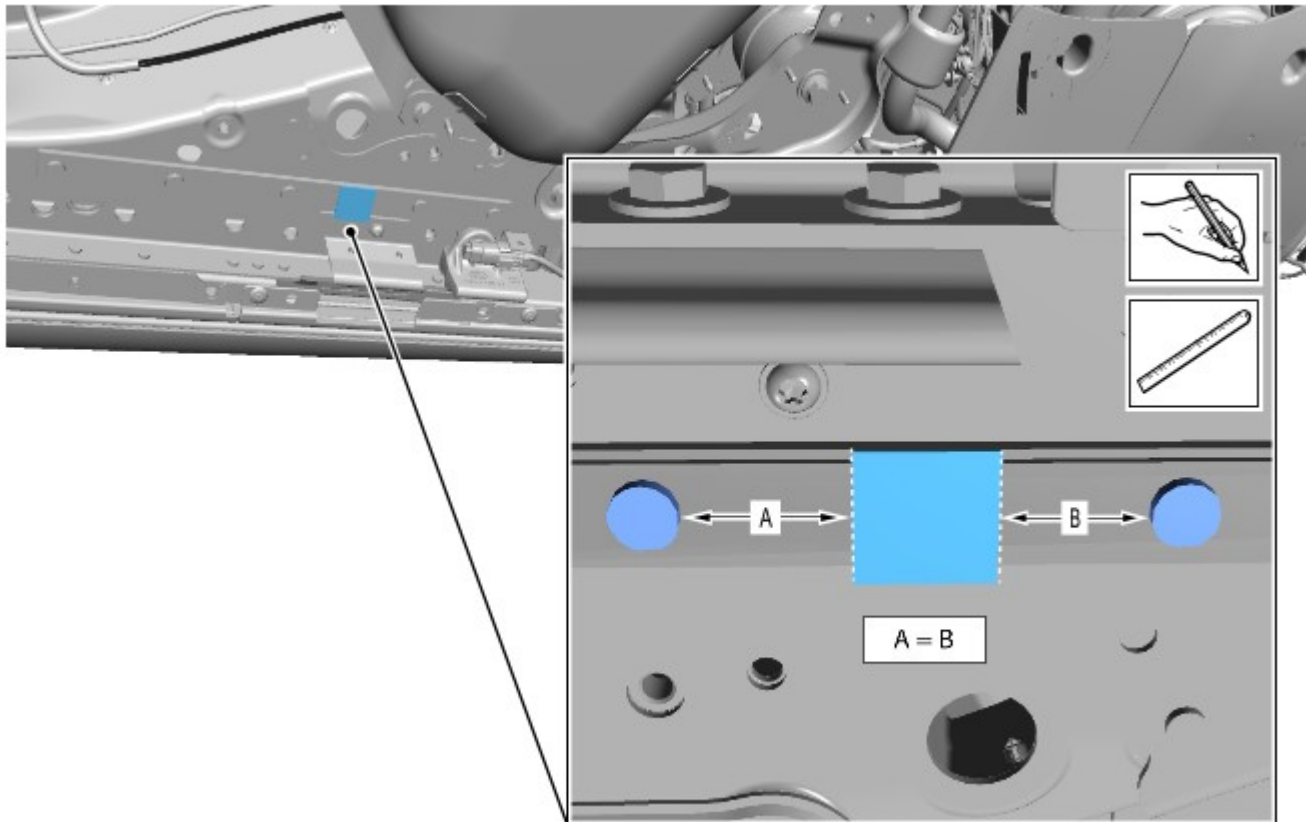
All Vehicles

3. Using a suitable tool, remove the incorrectly applied sealant.



E351566

4. In the center, between to the 2 highlighted points, mark a 35 mm x 35 mm area.



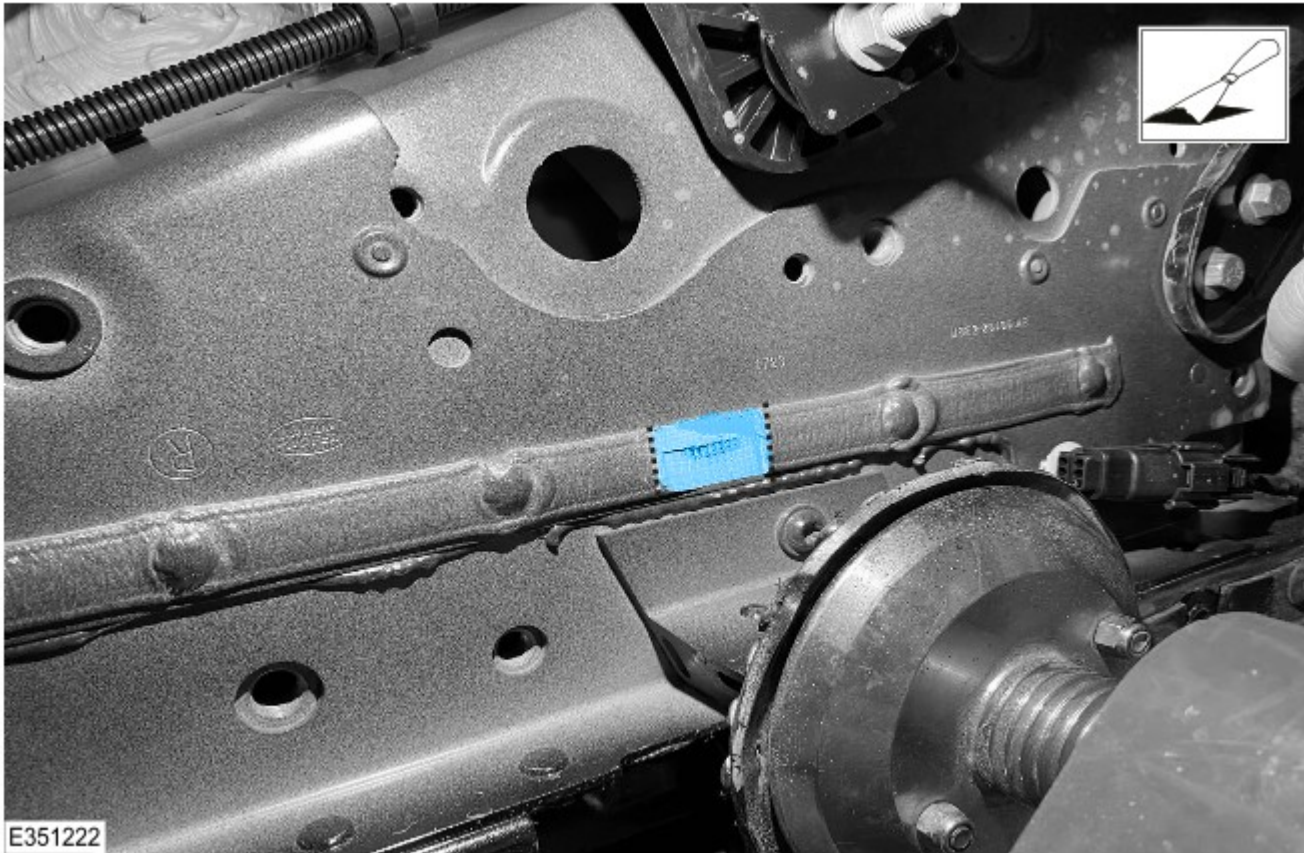
E351221

5.

NOTE:

Make sure the sealant is fully removed.

Using a suitable tool, remove the sealant from the area marked in step 4.



6.

CAUTION:

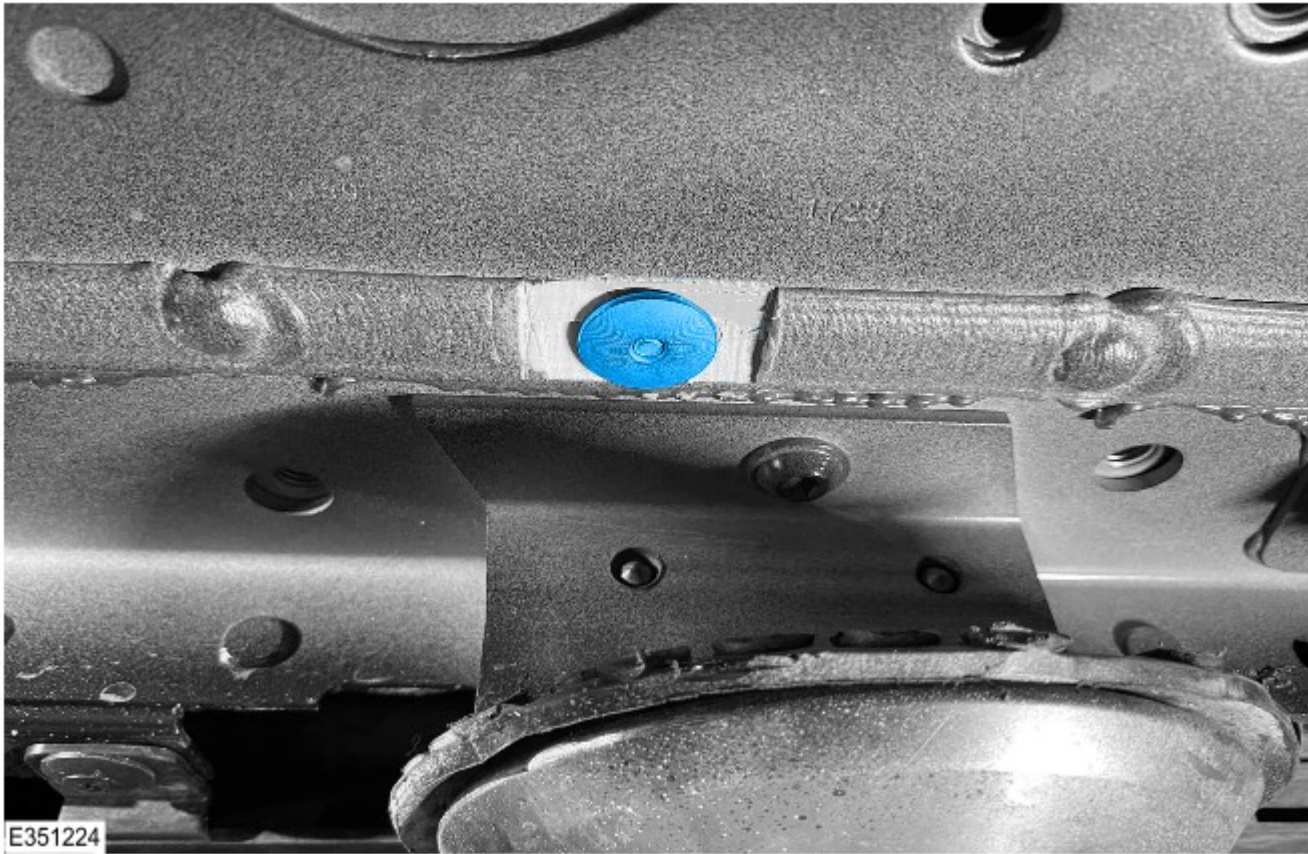
Make sure the hole is in the center of the area exposed.

Using a new or aluminum use only drill bit, drill a 6.5 mm hole in the floor panel.



E351223

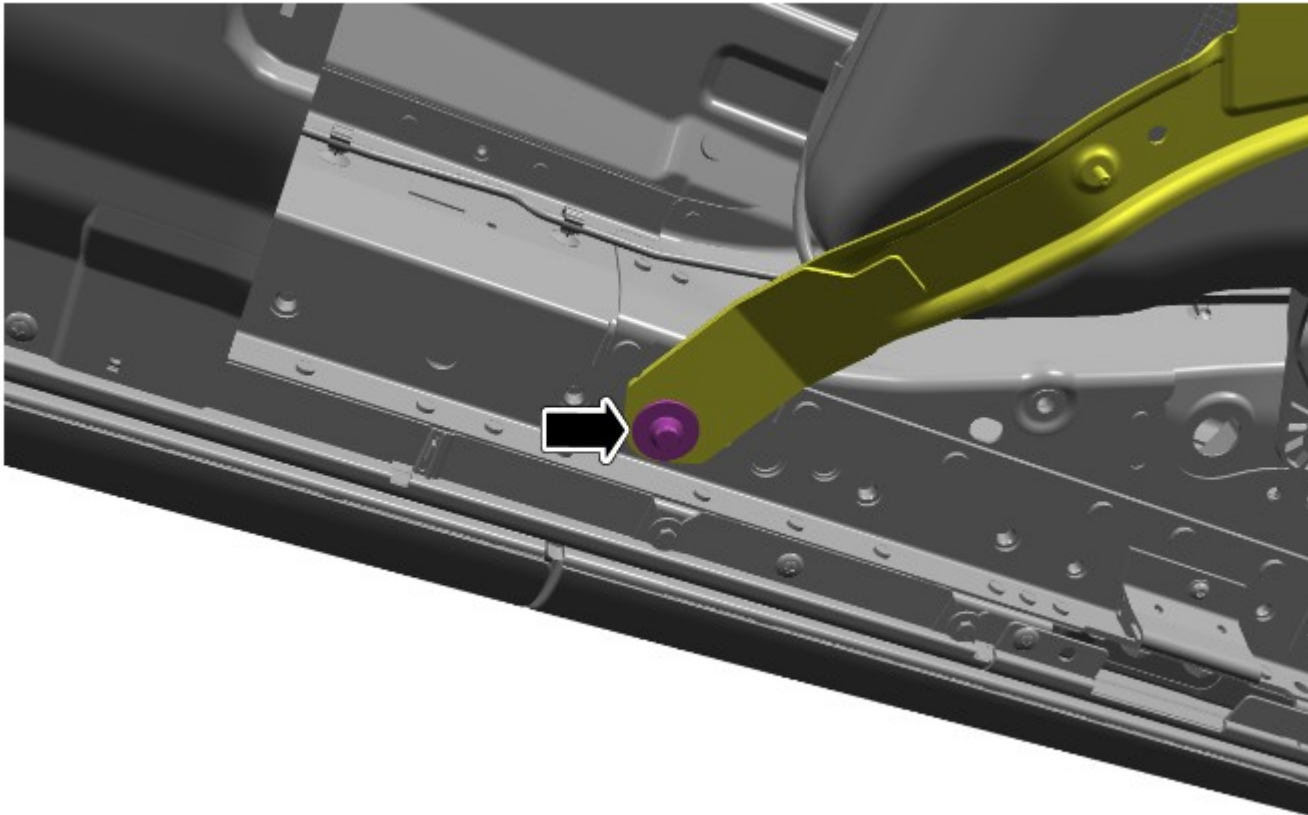
7. Install the [BSF](#).



8. Apply a JLR approved sealer over the installed [BSF](#).

Non [PHEV](#) Vehicles Only

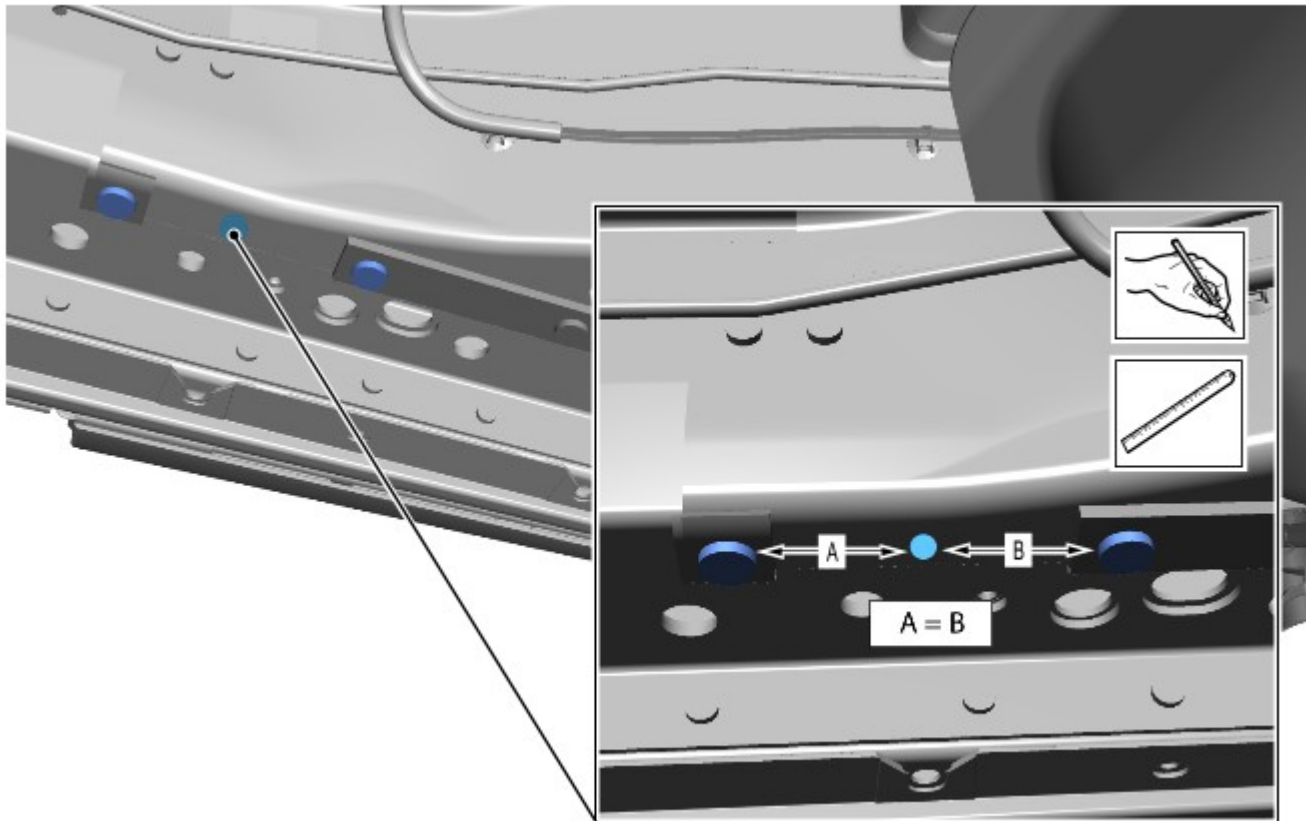
9. Remove the fuel tank strap bolt.



E351429

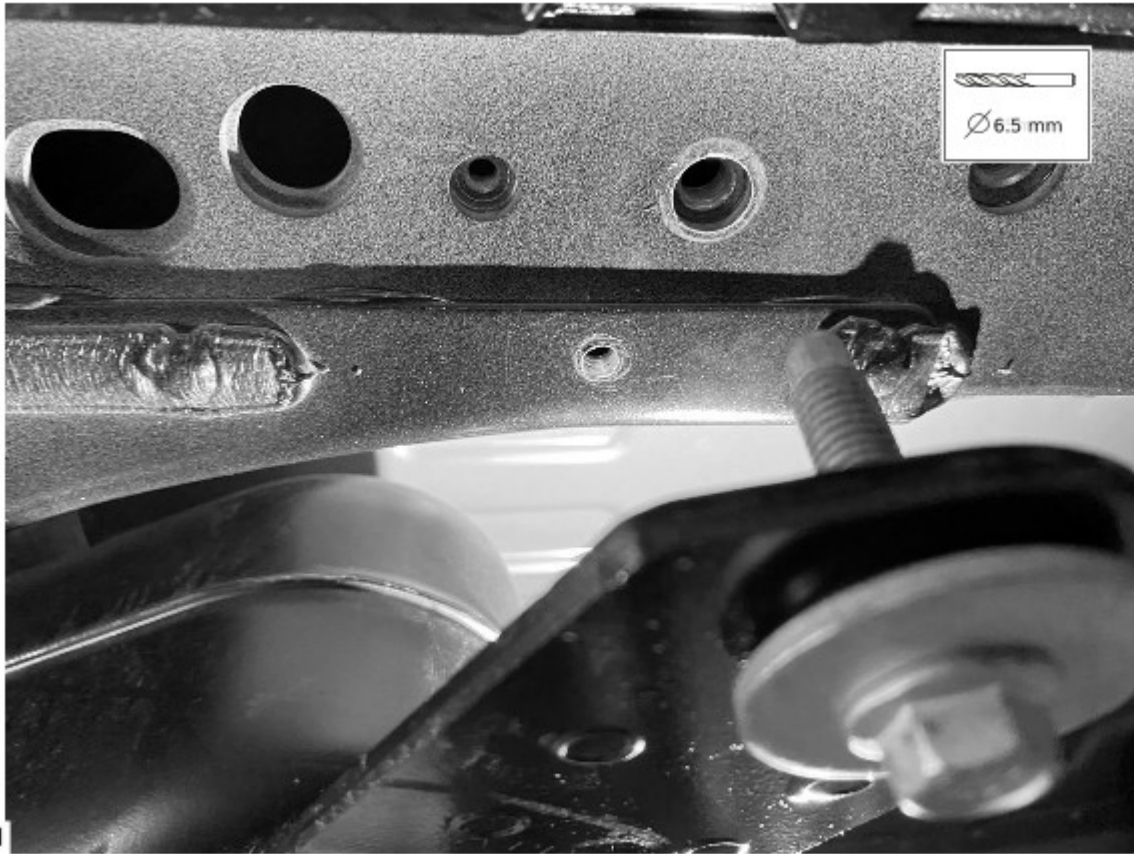
All Vehicles

10. Mark the position between the 2 highlighted areas, as shown in the illustration.



E351430

11. Using a new or aluminum use only drill bit, drill a 6.5 mm hole in the floor panel.



E351431

12. Install the [BSF](#).



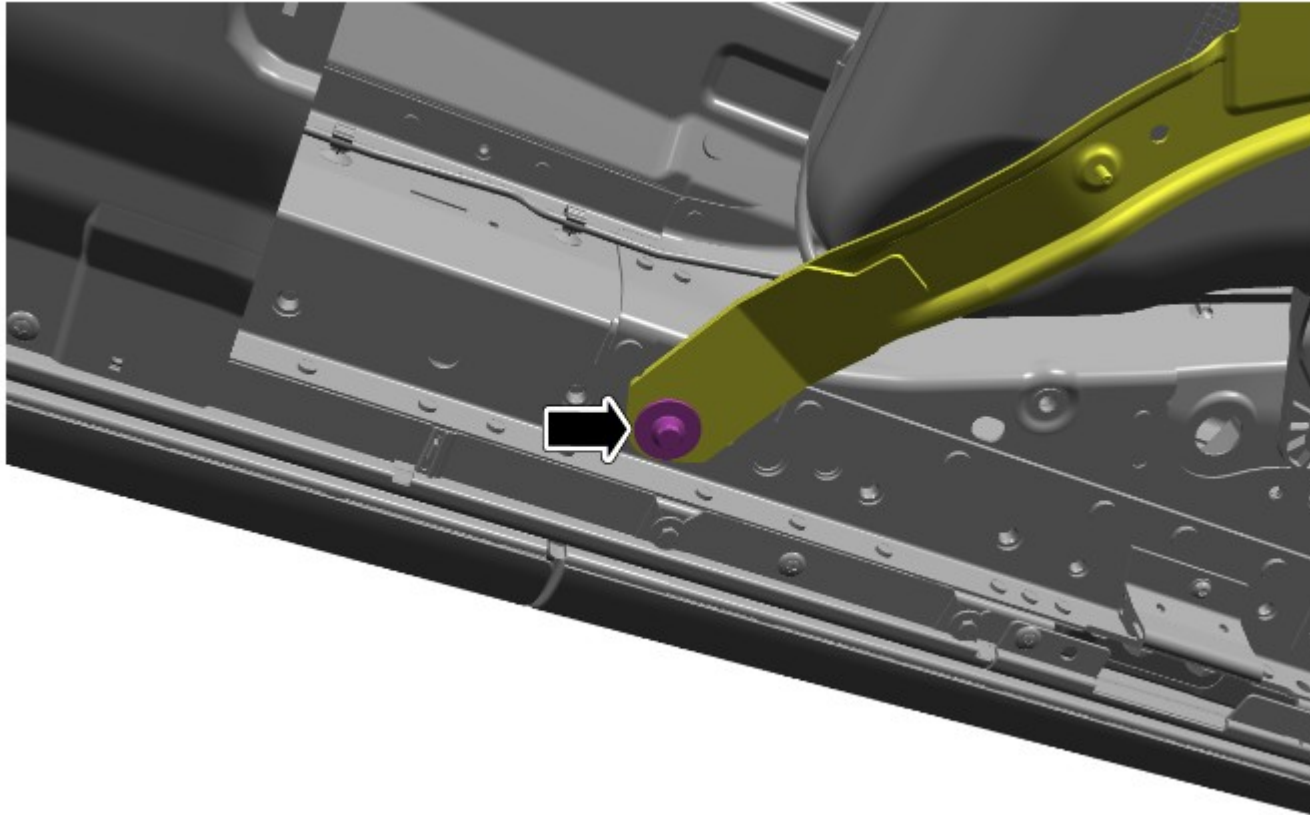
E351432

13. Apply a JLR approved sealer over the installed [BSF](#).

Non [PHEV](#) Vehicles Only

14. Install and tighten the fuel tank strap bolt.

- Torque: **45 Nm**



E351429

15. Install the right undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Right Undershield).

PHEV Vehicles Only

16. Install the **HV** battery (see TOPIx Workshop Manual section 611-02: Battery - Removal and Installation - **PHEV** Battery).