

N412NAS1

# TECHNICAL BULLETIN

18 FEB 2020



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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.

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## SECTION:

100-00

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## SUBJECT/CONCERN:

SAFETY RECALL: Headliner Metal Plate Retention

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
New Range Rover Evoque (LZ)	2020	000181-025797

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## MARKETS:

## NORTH AMERICA

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**CONDITION SUMMARY :****SITUATION:**

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, at temperatures below 23° Fahrenheit / -5° Celsius, the adhesive bond attaching a metal plate to the headliner of the vehicle may weaken. If the vehicle is involved in a collision of sufficient severity to require the side curtain airbag to deploy, the metal plate in the headliner could detach during airbag deployment and may pass through the passenger compartment, increasing the risk of injury to vehicle occupants.

**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 procedure(s) 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.

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**PARTS :**

DESCRIPTION	PART NUMBER	QUANTITY
Modification Kit	LR140060	1

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## WARRANTY :

**NOTE:**

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.

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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. 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.

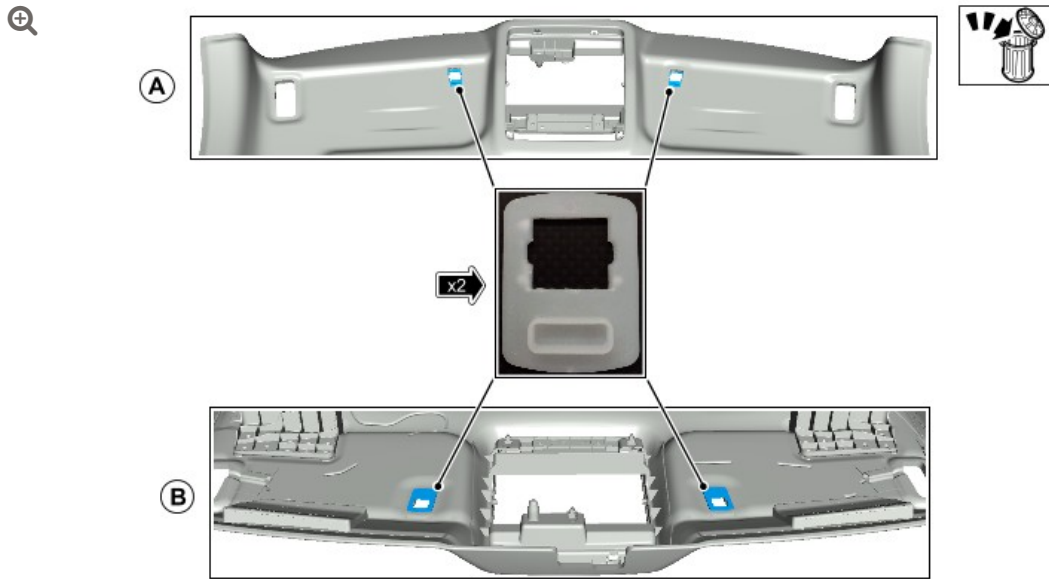
Warranty claims must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N412	A	Headliner - Modification	76.64.89.25	2.0	LR140060	1
N412	B	Headliner - Modification Drive in/drive out	76.64.89.25 02.02.02	2.0 0.2	LR140060 -	1 -

Normal Warranty policies and procedures apply.

## SERVICE INFORMATION:

1. ■



E257752

The headliner must be lowered for access; the 2 spacers shown must be removed and discarded.

- **A:** spacer location shown from beneath the headliner.
- **B:** spacer location from above the headliner.

## SERVICE INSTRUCTION:

**NOTES:**

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components are removed to provide extra clarity.

1. Note the position of the steering wheel and then set to the lowest and most forward position.

2. Note the position of the front row left and right seats and then remove the head restraint from front row left and right seats (see TOPIx Workshop Manual section: 501-10 Removal and Installation - Front Row Seat Head Restraint).

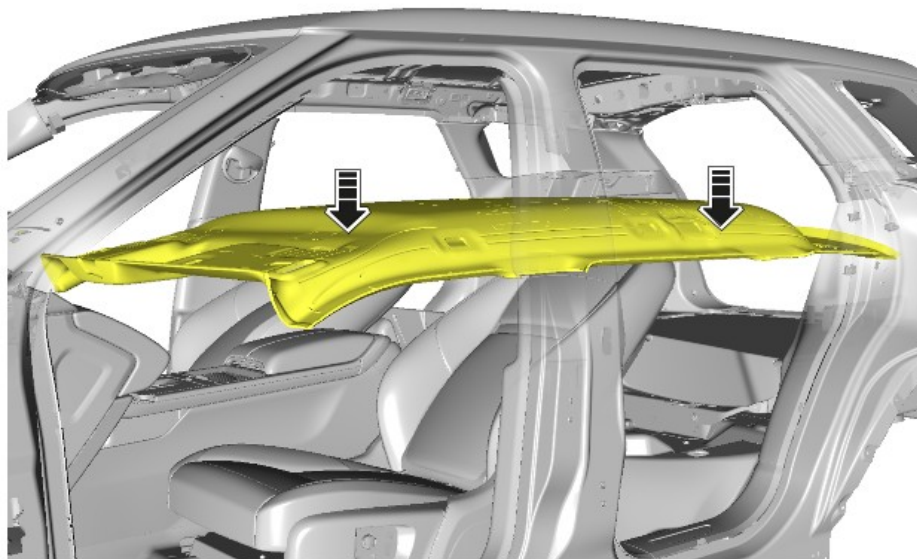
- 3.

**CAUTIONS:**

- **Do NOT remove the headliner from the vehicle.**
- The headliner must remain supported at all times. Take extra care to not damage the headliner.

**NOTE:**

Vehicle with roof opening panel shown; vehicles with fixed roof similar.



E256358

Lower the headliner for access (see TOPIx Workshop Manual section: 501-05 Removal and Installation - Headliner Lower For Access.) Do NOT attempt to remove the headliner from the vehicle.

4.



Note the area to be modified on both sides of the headliner.



5.

**E250076**

Use the video as a guide to perform the following procedure on both sides of the headliner.

- 1. Remove the existing self-adhesive tape pad.
- 2. Remove the backing from the new self-adhesive tape pad.
- 3. Install the new self-adhesive tape pad.

**CAUTION:**

The new self-adhesive tape pad must be installed exactly as shown in the video with the 12 small holes in the new self-adhesive tape pad aligning directly with the 12 small portions of cured glue on the headliner metal plate.

- 4. By hand, make sure the new self-adhesive tape pad adheres fully to the headliner.



**NOTE:**

The new self-adhesive tape pad must be installed over the black trim shown at 01:38 in the video.

- 5. Use a suitable tool to make sure the new self-adhesive tape pad adheres fully to the headliner.
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6. Install the headliner (see TOPIx Workshop Manual section: 501-05 Removal and Installation - Headliner Lower For Access.)
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7. Install the head restraints to the front row left and right seats (see TOPIx Workshop Manual section: 501-10 Removal and Installation - Front Row Seat Head Restraint).
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8. Return the seats and steering wheel to the original position.