

N491NAS1



TECHNICAL BULLETIN

20 OCT 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.

SECTION:

100-00

SUBJECT/CONCERN:

Non-Compliance Recall: Incorrect Tire Placard and Tire Pressure Label

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2020	700009-748957
Range Rover Sport (LW)	2020	876368-899994
Range Rover Sport (LW)	2021	749276-751417

MARKETS:

CANADA; USA

CONDITION SUMMARY:

SITUATION:

A potential issue has been identified on certain 2020 and 2021 Model Year Range Rover Sport vehicles fitted with 19-inch wheels where the tire inflation pressure label and the tire placard label states the incorrect tire pressures for the vehicle. Where the tire inflation pressure label and the tire placard label does not include the correct tire pressure information, the customer may inflate the tire to an incorrect pressure.

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.

PARTS INFORMATION

Replacement labels will be supplied free of charge. Use form JLRVINRQ, Replacement Vehicle Identification Number (VIN) Label Request Form (published to GRP2.0), provide all required information, and email the order per the form's instructions. Please enter 'N491' to the JLRVINRQ form by your Retailer Name

NOTE:

The table below shows those vehicles in **CANADA** that have a full-size spare wheel and the part numbers that need to be ordered.

SHORT VIN	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)
LW704835	LK62-1A552-AB	LK62-1532-JB
LW880907	LK62-1A552-AB	LK62-1532-JB

NOTE:

The table below shows those vehicles in **USA** that have a full-size spare wheel and the part numbers that need to be ordered.

SHORT VIN	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)	SHORT VIN	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)
LW705864	LK62-1A552-AB	LK62-1532-DB	LW735915	LK62-1A552-AB	LK62-1532-DB
LW705978	LK62-1A552-AB	LK62-1532-DB	LW739417	LK62-1A552-AB	LK62-1532-DB
LW711184	LK62-1A552-AB	LK62-1532-DB	LW742410	LK62-1A552-AB	LK62-1532-DB
LW712337	LK62-1A552-AB	LK62-1532-DB	LW746395	LK62-1A552-AB	LK62-1532-DB
LW713082	LK62-1A552-AB	LK62-1532-DB	LW749926	LK62-1A552-AB	LK62-1532-DB
LW717057	LK62-1A552-AB	LK62-1532-DB	LW750704	LK62-1A552-AB	LK62-1532-DB
LW717693	LK62-1A552-AB	LK62-1532-DB	LW882664	LK62-1A552-AB	LK62-1532-DB

SHORT VIN	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)	SHORT VIN	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)
LW718699	LK62-1A552-AB	LK62-1532-DB	LW883341	LK62-1A552-AB	LK62-1532-DB
LW721193	LK62-1A552-AB	LK62-1532-DB	LW883468	LK62-1A552-AB	LK62-1532-DB
LW726272	LK62-1A552-AB	LK62-1532-DB	LW893906	LK62-1A552-AB	LK62-1532-DB
LW727358	LK62-1A552-AB	LK62-1532-DB	LW898418	LK62-1A552-AB	LK62-1532-DB

NOTE:

All other vehicles affected by this campaign and not listed above will have a space-saver wheel and will need the following part numbers.

COUNTRY	TIRE PLACARD (WHITE LABEL)	TIRE PRESSURE (BLACK CERTIFICATION LABEL)
Canada	LK62-1A552-BB	LK62-1532-JB
USA	LK62-1A552-BB	LK62-1532-DB

WARRANTY INFORMATION

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 N491 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only.

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 should be submitted quoting program code N491 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

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

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
N491	A	Tire placard and tire pressure label - Renew	05.10.10	0.1
N491	B	Tire placard and tire pressure label - Renew Drive in/drive out	05.10.10 02.02.02	0.1 0.2

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.

Normal Warranty Policies and Procedures Apply.

CUSTOMER REIMBURSEMENT PROCESS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. 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.

Claims should be submitted quoting program code N491 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	DESCRIPTION	SRO	TIME	SUNDRY ITEM CODE	VALUE
N491	X	Reimbursement to owner	N/A	N/A	ZZZ999	Retailer entered

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

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall Action N491 are included in this process. Only one claim per vehicle for related damages will be accepted.

SERVICE INSTRUCTIONS

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Open both left doors.

