

N499NAS2

# TECHNICAL BULLETIN

08 JUL 2021



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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: Rear Spoiler Outer Surface Retention

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LS)	2010-2011	212147-297042

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## MARKETS:

CANADA, USA

## CONDITION SUMMARY:

### **SITUATION:**

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the upper cover of the rear spoiler delaminated and, on occasion, detached from the main body of the rear spoiler.

Should the upper rear spoiler cover detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The upper rear spoiler cover could become an obstacle in the road for other road users and could increase the risk of a crash.

### **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 INFORMATION:

**NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalogue (EPC) to confirm part number(s) necessary to perform repairs.
- 1 200 ml 3M™ 04248 Black Superfast Repair Adhesive will repair 2 vehicles.
- \*A total allowance equivalent to \$33.07 USD has been allocated to locally source 3M™ 04248 Black Superfast Repair Adhesive (200ml) and applicator.
- \*\*A total allowance equivalent to \$481.95 USD has been allocated to locally source paint materials.

DESCRIPTION	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
*Adhesive and applicator	ZZZ001	\$33.07	80
Rear Spoiler	LR016236	1	20
**Paint the rear spoiler	ZZZ999	\$481.95 USD	20

**WARRANTY INFORMATION:****NOTES:**

- 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.
- \*A total allowance equivalent to \$33.07 USD has been allocated to locally source 3M™ 04248 Black Superfast Repair Adhesive (200ml) and applicator.
- \*\*A total allowance equivalent to \$481.95 USD has been allocated to locally source paint materials.

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/SUNDRY CODE	QUANTITY/VALUE
N499	A	N499 - Rear spoiler modification	99.02.59	0.5	ZZZ001	1 \$33.07
N499	B	N499 - Rear spoiler modification Drive in/drive out	99.02.59 02.02.02	0.5 0.2	ZZZ001 -	1 \$33.07 -
N499	C	Rear Spoiler - Renew	76.10.91	0.3	LR016236 ZZZ999	1 \$481.95
N499	D	Rear Spoiler - Renew Drive in/drive out	76.10.91 02.02.02	0.3 0.2	LR016236 ZZZ999 -	1 \$481.95 -

Normal Warranty policies and procedures apply.

## CUSTOMER REIMBURSEMENT AND RELATED DAMAGE 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. The related damage

procedure should also be used to reimburse retailers for any ancillary parts not listed in this bulletin that require replacement.

Claims for related damages can only be made when this bulletin has been paid/accepted. Claims should be submitted quoting program code N499 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim for reimbursement 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'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

PROGRAM CODE	OPTION	DESCRIPTION	PART NUMBER	SRO	SUNDRY ITEM CODE	VALUE
N499	X	Reimbursement to owner	As Required	As Required	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 N499 are included in this process. Only one claim per vehicle for related damages will be accepted.

**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.

**SERVICE INSTRUCTION - SPOILER MODIFICATION**

This Service Instruction only applies to Original Equipment Jaguar Land Rover rear spoilers. If on inspection a non-Jaguar Land Rover (aftermarket) rear spoiler has been installed, complete 'SERVICE INSTRUCTION - RENEW REAR SPOILER'.

**NOTES:**

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

1. Remove the rear spoiler assembly for access only (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).

2.



E260468

Inspect the rear spoiler to see if the outer surface of the rear spoiler is fully secured to the inner carrier molding.

- If the outer surface of the rear spoiler is **not** fully secured, **apply adhesive tape to secure the outer surface of the rear spoiler to the inner carrier molding and then continue to step 3.**
- If the outer surface of the rear spoiler is fully secured, **continue to step 3.**

3.

**CAUTIONS:**

- Make sure the outer surface of the rear spoiler is protected to prevent damage.
- Make sure the rear spoiler is supported to prevent movement during the following steps.

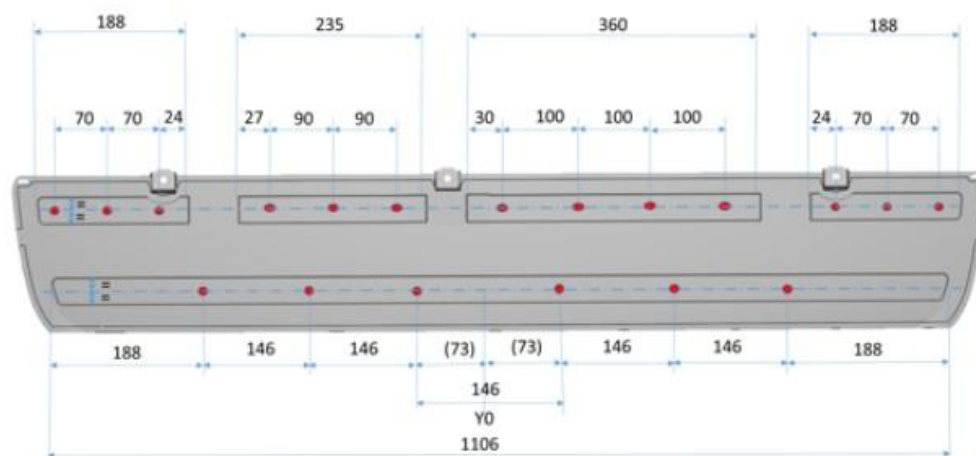


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Position the rear spoiler as shown in the illustration.

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4.



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Using the measurements in the illustration, mark the drilling points onto the inner carrier molding of the rear spoiler.

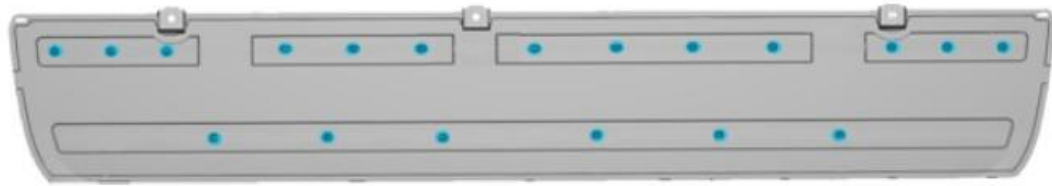
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5.

**CAUTION:**

Do not drill deeper than 5 mm to prevent damage to the outer surface of the rear spoiler.



E260491

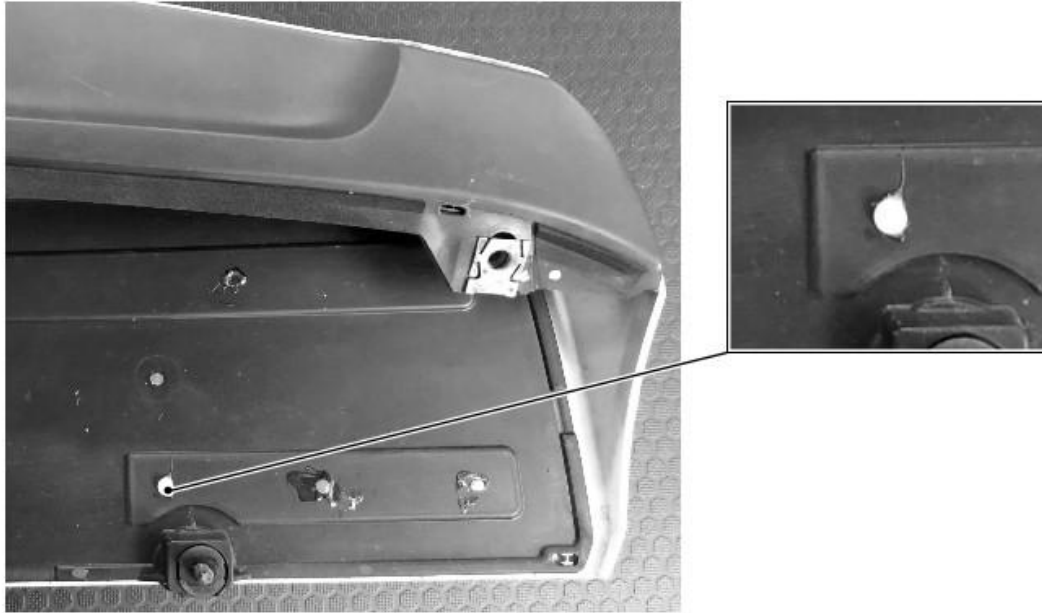
Use a 6 mm diameter drill bit to drill holes at the 19 identified locations through the rear spoiler inner carrier molding.

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6. Prepare the adhesive following the manufacturer instructions.

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7.



E260495

Insert the adhesive applicator nozzle into the holes and squeeze the adhesive applicator until the adhesive is visible, as shown in the illustration.

- Remove the adhesive applicator and repeat the process for the remaining holes.
- Remove any excess adhesive.

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8. Allow 60 minutes for the adhesive to cure.

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9. Remove any adhesive tape used to secure the outer surface of the rear spoiler to the inner carrier molding.

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10. Install the rear spoiler assembly (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).

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#### SERVICE INSTRUCTION - RENEW REAR SPOILER

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For vehicles where the outer surface of the rear spoiler has already detached and as a result an aftermarket spoiler has been installed or if the spoiler and has been lost or damaged, a new rear spoiler must be installed.

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1.

**NOTE:**

The new rear spoiler must be painted and finished to Jaguar Land Rover standards.

Renew the rear spoiler (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).