



Land Rover North America, Inc.
Land Rover Canada

SERVICE BULLETIN

CIRCULATION:			
Dealer Principal	X	Sales Guide	
General Manager	X	Parts Professional	
Sales Manager		Warranty Admin	X
Business Manager		Service Advisor	X
Parts Manager	X	Technician	
Service Manager	X		

Bulletin SRE05-03

Section: Recall

Date: 28 February 2005

Model: Discovery Series I

Range Rover Classic

Applicable to: USA

Page: 1 of 4

Subject: **SAFETY RECALL B156 – NHTSA # 04V-203**

A possible defect that relates to motor vehicle safety may exist in some 1993 through 1995 model year Range Rover Classic vehicles and 1994 through 1997 Discovery Series I vehicles imported by Land Rover North America, Inc.

DESCRIPTION OF DEFECT

Land Rover has decided to recall all vehicles in the affected VIN ranges to install a replacement fuel tank. Under certain circumstances the fuel tank weld joint for the vent rings could crack permitting leakage. Liquid fuel, in the presence of an ignition source could result in a fire.

VEHICLES INVOLVED/CUSTOMER NOTIFICATION

NOTE: Some vehicles within the affected VIN range may have been corrected under the provisions of Service Action B173. These vehicles are excluded from this Recall Action since the repair and components provided in the Service Action are the same as in this Recall. Service Action B173 is CLOSED on the date of publication of this Bulletin.

A total of 47,419 vehicles (45,267 in the United States) are involved in this Recall action. VIN ranges for vehicles affected by the Recall are provided below:

Range Rover Classic (LH)	PA637653 to SA662245
Discovery Series I (LJ)	RA072463 to TA199999 TA500000 to VA546039 VA700000 to VA714242

Customer notification will begin in March 2005. A sample of the customer notification letter is attached.

Federal law requires Retailers to complete any outstanding safety recall service before a vehicle is delivered to the buyer or lessee. Violation of this requirement by a Retailer could result in a civil penalty of up to \$5,000 per vehicle.

WORK PROCEDURES

Vehicles in the affected VIN range will have the fuel tank replaced. Refer to Technical Information Bulletin RB156 "RECALL: Fuel Tank Replacement" for detailed repair procedures.

If a customer provides confirmation that the fuel tank has been previously replaced as a normal retail repair when the vehicle had exceeded the warranty period the following must be performed:

- The cost of the repair must be reimbursed in full.
- The vehicle must have a **new fuel tank installed** under the terms of this Recall Action.

Please refer to the warranty section of this Recall Action for the details of the reimbursement process for the retail repair previously paid for by the customer.

STATUS CHECKING/VEHICLE IDENTIFICATION

You may check the disposition of any vehicle using the Land Rover DDW vehicle history screen. In order to prevent recall duplication always verify the status of a Recall or Service Action using DDW.

PARTS SUPPLY

The original primary fuel pump must be reused and sealed using a new sealing ring.

NOTE: Each retailer will receive an AUTOMATIC DISTRIBUTION of 3 pieces each of the fuel tank and the tank grommet in anticipation of the demand for these components generated by this Recall.

The following parts, which are necessary to carry out this recall, are available from LRNA and should be ordered as needed.

WFE500740KFuel Tank Qty 1
NTC5859.....Tank Grommet Qty 1

CLAIM REIMBURSEMENT INFORMATION

Warranty claims should be submitted quoting program code **B156** together with the appropriate option code. As option codes are used, there is no requirement to enter parts or labor. They are provided for information only.

Drive in/drive out can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	QTY	Misc Expense
B156	B	Replace fuel tank	19.55.26	1.8	WFE 500740K NTC 5859	Fuel Tank Grommet	1	
B156	C	Replace fuel tank Drive in/drive out	19.55.26 02.02.02	1.8 0.2	WFE 500740K NTC 5859	Fuel Tank Grommet	1	

Warranty claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.

CUSTOMER RE-IMBURSEMENT PROCESS:

If a customer indicates that they have paid for a replacement fuel tank as a customer paid out-of-warranty repair, a copy of the repair invoice must be presented as proof of the repair and the documented cost of the repair must be reimbursed in full.

Retailers will directly reimburse the customer and a claim for recovery of this cost using program code **B194** together with **Option Code X** stating the value of the submitted customer invoice. Use the miscellaneous repair/cost code **ZZZ001**.

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	QTY	Misc Expense
B194	X	Customer reimbursement	NA	NA	Retailer entered	NA		ZZZ001

The invoice must be signed by the customer as proof of re-imbusement and counter-signed by the dealer. A copy of the invoice must be appended to the vehicle history card for warranty audit purposes and the original invoice returned to the customer.

SAMPLE OWNER LETTER

March, 2005

RE: Safety Recall Action B156 - Fuel tank cracking

Vehicles Affected: Discovery Series I and Range Rover Classic

Model Years: 1993 - 1997

Dear Land Rover Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect, relating to motor vehicle safety, exists in certain 1994 – 1997 model year Discovery Series I and 1993 – 1995 model year Range Rover Classic vehicles. These vehicles may exhibit cracking in their plastic fuel tanks. Your vehicle is included in this recall action.

What is the concern?

Cracks can develop at certain plastic "weld" joints on the top portion of the fuel tank, which can cause a noticeable odor of fuel. The cracking can result in signs of liquid fuel on the underside of the vehicle, particularly when filling the tank. Liquid fuel, in the presence of an ignition source, could result in a fire.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will replace your fuel tank with an improved design free of charge.

What should you do?

Please contact your ~~authorized Land Rover Retailer~~ at your earliest convenience to schedule an appointment to have ~~Safety Recall Action B156~~ completed on your vehicle.

How long will it take?

Expected repair time is estimated to be approximately two hours to install a new fuel tank. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time.

What you should do if you have already paid to have this repair completed?

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own or have owned a 93-95 MY Range Rover Classic or 94-97 MY Discovery Series I.
2. You have paid to replace the fuel tank due to the defect outlined previously in this letter.
3. The repair was performed before March 25, 2005
4. You have an original or legible copy of the paid repair order or invoice showing:
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover Retailer or licensed repair shop
 - Your name and address at the time of the repair

If you have all of the above information, present it to the Service Manager at your authorized Land Rover Retailer and they will arrange reimbursement of your claim. Please ensure that you retain copies of all of the paperwork supporting this claim.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within 10 days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the enclosed return postage-paid card.

Should you have the need to contact Land Rover by mail, please use the following address:

Land Rover North America
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

What should you do if you have further questions?

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Land Rover Retailer please contact the Land Rover Customer Relationship Center at: 1-800-637-6837 Option 9 or by e-mail: lrowner@landrover.com

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover in cooperation with our authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager

TECHNICAL INFORMATION

RECALL

Fuel Tank Replacement



No: RB156 (USA)
FGN
Ref: SA04RE-02
SB173
Issue: 1
Date: 28 February 2005

AFFECTED VEHICLE RANGE:

Range Rover Classic (LH)	PA637653 to SA662245
Discovery Series I (LJ)	RA072463 to TA199999 TA500000 to VA546039 VA700000 to VA714242

SITUATION:

FUEL ODOR AFTER FILLING FUEL TANK

A concern has been identified with the fuel tanks on vehicles within the above VIN ranges. Under certain circumstances the fuel tank weld joint for the vent rings could crack permitting leakage. Liquid fuel, in the presence of an ignition source could result in a fire.

RESOLUTION:

REPLACE FUEL TANKS ON AFFECTED VEHICLES



NOTE: An Alert and Service Action SB173 have announced interim procedures to be used when dealing with customer complaints relating to fuel odors in vehicles affected by Recall B156 until replacement gas tanks are routinely available.

- Service Alert SA04RE-02 announced a process for dealing with fuel odor complaints and informed Retailers to contact the Technical HelpLine.
- Service Action SB173 announced the repair and claim procedure to perform this Recall upon customer complaint of a fuel odor or leak.

This Recall bulletin supersedes all of the above bulletins and provides the solution for cracking gas tanks in affected vehicles. Vehicles that have been repaired as part of Service Action 173 are excluded from this Recall because the parts and repairs provided in the Service Action are the same as in this Recall.

This Recall action is being undertaken to replace fuel tanks in all affected vehicles following standard Workshop Manual procedures.

PARTS INFORMATION:



NOTE: Each retailer will receive an AUTOMATIC DISTRIBUTION of 3 pieces each of the fuel tank and the tank grommet in anticipation of the demand for these components generated by this Recall.

WFE500740K	Fuel Tank	Qty 1
NTC5859.....	Tank Grommet	Qty 1

TIB	CIRCULATE:	Service Mgr	Warranty	Workshop	Body Shop	Parts
RB156	TO	X	X	X	X	X

TECHNICAL INFORMATION



No: RB156

DDW WARRANTY CLAIMS:

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Retailers will directly reimburse the customer. A claim is to be submitted for recovery of the reimbursement using program code **B194** together with **Option Code X** stating the value of the submitted customer invoice. Use the miscellaneous repair/cost code **ZZZ001**.

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B194	X	Customer reimbursement	NA	NA	Retailer entered	NA		ZZZ001

The invoice must be signed by the customer as proof of re-imbusement and counter-signed by the Retailer. A copy of the invoice must be appended to the vehicle history file for warranty audit purposes. Return the original invoice to the customer.

*Normal warranty policy and procedures apply.
Material allowance is included in labor operation.*

TECHNICAL INFORMATION



No: RB156

REPAIR PROCEDURE

REPLACE FUEL TANK



WARNING: All precautions relating to fuel handling established in the Workshop Manuals must be carefully observed.



NOTE: GTR lookup sequence is as follows:
GTR Home > NAS > Service Information/

Vehicle and Fuel System	GTR Look-up Sequence
Discovery Series I, Fuel System - MFI	LJ – Discovery Series I, 1996, Workshop Manual, Discovery, bookmark "19 – Fuel System MFI/Repair/Fuel Tank"
Range Rover Classic, Fuel System - MFI	LH, Range Rover Classic, 1997, Workshop Manual, bookmark "19 – Fuel System MFI/Repair/Fuel Tank"

1. Refer to the Global Technical Reference (GTR) Workshop Manual Section 19.55.01 and perform the procedure to replace the fuel tank for the vehicle requiring repair.



NOTE: Campaign labels are no longer required for Service Actions or Safety Recall Campaigns.

2. When all repair work is complete, lower the vehicle and claim campaign code B156.