

TECHNICAL INFORMATION

RECALL Child Safety Lock Disengagement



No: RB163
Ref:
Issue: 1
Date: 06 December 2004

AFFECTED VEHICLE RANGE:

Freelander (LN)

3A225227 to 3A238169

SITUATION:

POTENTIAL FOR CHILD LOCK TO DISENGAGE

Land Rover has determined that the left hand rear door may be opened from the inside of the vehicle when it is believed that the child lock is engaged. Customers could also experience child lock disengagement after repeated cycling of the exterior handle. Two interfacing components could jam, disengaging the child lock on the left-hand rear latch only.

RESOLUTION:

INSPECT DATE CODE AND IF INDICATED REPLACE LOCK ASSEMBLY

Vehicles in the affected VIN range require inspection of the left hand rear door latch date code. The date code is located within the door latch throat and can be inspected without removing the door latch from the vehicle. If the date code on the left hand rear door latch is between 28112 and 37132, the door latch must be replaced and a new water shedder (plastic sheet) installed as part of the operation.

PARTS INFORMATION:

ALR9787KDoor Latch LH Rear Qty 1
ELD500210KWater Shedder LH Rear Qty 1

DDW WARRANTY CLAIMS:

Warranty claims should be submitted quoting program code B163 together with the correct option code. Drive in/drive out should only be claimed when the vehicle is brought back into the workshop for this action alone to be undertaken.

Any return replaced parts should be sent to Land Rover following the normal warranty return procedures.

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	QTY	Misc Expense
B163	A	Inspect Date Code - No Action Required	76.37.89/02	0.1	N/A			
	K	Inspect Date Code - No Action Required.	76.37.89/02	0.1	N/A			
		Drive In Drive Out	02.02.02	0.2				
	B	Inspect & Renew Latch Assembly - LH Rear Door	76.37.13	0.7	ALR9787K	Door Latch LH Rear	1	
				ELD500210K	Water Shedder LH Rear	1		
C	Inspect & Renew Latch Assembly - LH Rear Door	76.37.13	0.7	ALR9787K	Door Latch LH Rear	1		
		02.02.02	0.2	ELD500210K	Water Shedder LH Rear	1		


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

TIB RB163	CIRCULATE: TO	Service Mgr X	Warranty X	Workshop X	Body Shop X	Parts X
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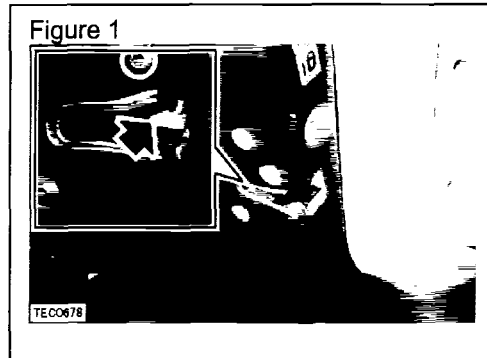
REPAIR PROCEDURE


INSPECT DOOR LATCH DATE CODE AND REPLACE IF INDICATED

 **NOTE: the date code is etched on the door latch and is structured as follows:**

28	11	2
Week	Sequence	Year (2002)

1. Refer to Figure 1 and inspect the door latch date code to determine whether the latch is within the affected range (28112 and 37132).
2. If the door latch date code is **NOT between 28112 and 37132**, no further action is required. Submit a warranty claim for inspection only (Options A or K).



 **NOTE: GTR lookup sequence is as follows:**
GTR Home > NAS > Service Information/ LN Freelander/2004 > Workshop Manuals > Service Procedures > Bookmark "Doors 76-1-1" > TOC "Repairs/Latch - rear door" link

3. If the door latch date code **IS between 28112 and 37132**, perform the following:
 - Refer to GTR repair section 76.37.13 and remove the door latch.
 - Install a replacement door latch with date code above 371332.
 - Refer to GTR section 76.34.28 (linked from the door latch repair section) and install a new water shedder.

CAMPAIGN LABEL

 **NOTE: Campaign labels are no longer required for Safety Recall Action activities. Retailers should maintain a modest supply of labels for future use with Emissions Recall activities.**



Land Rover North America, Inc.

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: **SRE04-04**
 Section: **Recall**
 Date: **06 December 2004**
 Model: **Freelander**

Applicable to: **USA**

Page: **1 of 4**

Attachment: **Sample Owner Letter**

Subject: **Vehicle Safety Recall – B163 (NHTSA #04V-207)**

A possible defect that relates to motor vehicle safety may exist in some 2003 model year Land Rover Freelander vehicles imported by Land Rover North America, Inc.

DESCRIPTION OF DEFECT

Land Rover has determined that the left hand rear door may be opened from the inside of the vehicle when it is believed that the child lock is engaged. Customers could also experience child lock disengagement after repeated cycling of the exterior handle. Two interfacing components could jam, disengaging the child lock on the left-hand rear latch only.

VEHICLES INVOLVED/CUSTOMER NOTIFICATION

A total of 3551 Freelander vehicles (3194 United States vehicles) are involved in this Recall action between VINs 3A225227 to 3A238169. Customer notification will begin in December 2004. A sample of the customer notification letter is attached to this bulletin.

Federal law requires Retailers to complete any outstanding safety recall service before a new 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 with left hand rear door latch date codes between 28112 and 37132 must have the latches inspected and if indicated replaced.

Refer to Technical Information Bulletin RB163 for detailed repair procedures.

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

ALR9787K	Door Latch LH Rear	Qty 1
ELD500210K	Water Shedder LH Rear	Qty 1

CLAIM REIMBURSEMENT INFORMATION

Warranty claims should be submitted quoting program code B163 together with the correct option code. Drive in/drive out should only be claimed when the vehicle is brought back into the workshop for this action alone to be undertaken.

Any return replaced parts should be sent to Land Rover following the normal warranty return procedures.

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	C	Inspect & Renew Latch Assembly - LH Rear Door Drive in Drive Out	76.37.13 02.02.02	0.7 0.2	ALR9787K ELD500210K	Door Latch LH Rear Water Shedder LH Rear	1 1	

December 2004

Vehicles Affected: Freelander 5-Door Models

Model Year: 2003

RE: B163 Recall Action – Freelander 2003 Model Year 5-Door (3A225227 to 3A238169)

Child Lock Disengagement

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 which relates to motor vehicle safety exists in 2003 Freelander 5-Door vehicles. These vehicles may exhibit a condition in which the child door lock on the left hand (driver's side) rear door can become disengaged. Land Rover is therefore implementing this Recall Action on all Freelander models that could exhibit this concern. If you are a recipient of this notice, and an owner of one of the above vehicles, this letter is to inform you that your vehicle is included in this Recall Action.

What is the problem?

Due to extended usage or repeated cycling of the left hand rear door latch, two interfacing components could jam, disengaging the child lock while it appears to be engaged. This could lead to a child being able to open a rear door while the vehicle is in motion. Always properly secure children in the rear seats.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will inspect the door lock for a production code. If the code falls within the affected range the Retailer will install a new left hand rear door latch to prevent the child lock from disengaging.

What should you do?

Please contact your authorized Land Rover Retailer to schedule an appointment to have this work completed on your vehicle at your earliest convenience. This work will be carried out free-of-charge. When you contact the Retailer, inform them of the need to have Recall Action B163 Child Lock Disengagement completed on your vehicle.

How long will it take?

Expected repair time is estimated to be approx 1 hour to complete this Recall Action. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time. Please contact your authorized Retailer to schedule an appointment.

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 2003 MY Freelander within the VIN range listed above.
2. You have paid for a child safety lock due to the defect outlined previously in this letter.
3. The repair was performed before December 15, 2004
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 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.

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.

Attention Leasing Agencies.

Federal regulation requires that you forward this recall notice 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.

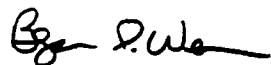
Should you have the need to contact Land Rover by mail, please use the following address:

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: lowner@landrover.com

Sincerely yours,



Benjamin I. Weiner

Customer Satisfaction Manager