



Land Rover North America, Inc.
Land Rover Canada

SERVICE BULLETIN

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

Bulletin: SRE05-08

Section: RECALL

Date: 02 September 2005

Model: LR3

Applicable to: USA & CANADA

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Subject: LR3 Fuel Tank Vapor Recovery Safety Recall B016 – Vehicle Repair Strategy

Service Bulletin SRE05-07, issued 8/31/05 instructed retailers to quarantine a range of 2005 LR3 vehicles and advised of an impending recall campaign. These actions are due to a potential fuel tank related vapor recovery system leak within the affected range of vehicles.

The purpose of this communication is to define the LRNA strategy for managing three populations of affected vehicles:

Group 1 - Retailed customer-owned vehicles that exhibit a fuel tank related fault in service

Group 2 – New and used quarantined vehicles in stock at retailers including loaners fleets

Group 3 - Owner notification process for customer owned vehicles subject to the B016 Recall Campaign

Replacement fuel tanks required for this campaign are in very short supply. The supplier is ramping up production to meet demand over the coming weeks. During this period our plan to manage distribution of fuel tanks is as follows:

Group 1 – To ensure available tanks are routed to customer vehicles off the road for repairs, the following process will be implemented on 9/6/05:

- **All existing backorders for fuel tank PN WHK000147, will be cancelled on 09/05/05**
- If a retailer determines that an LR3 fuel tank requires replacement they must submit a FRED request using normal FRE procedures for approval. Canadian Retailers should contact the Technical Help Line.
- If replacement is approved, LRNA will load a fuel tank order (ZEMG) referencing the subject VIN into SAP for the retailer. The order will be visible to the retailer parts department on the List of Sales Orders screen.
- If the part is in stock it will fill overnight, if not in stock it will show in backorder status. We believe this process will greatly reduce backorder volume and wait time.

- US market AMMs will contact their retailers on 9/6/05 to obtain a list of any customer-owned vehicles currently in your Centre that are awaiting a fuel tank with a pre-existing FRED authorization (issued prior to 9/6/05). VIN-referenced fuel tank orders will be placed for these vehicles and appear on your system as indicated above.
- Canadian retailers that have customer-owned vehicles in their Centres awaiting fuel tanks should contact the Technical Help Line on 9/6/05.

Group 2 – As stocks increase our plan is to allocate fuel tanks to retailers to rectify their inventory prior to sale. A subsequent communication will be issued describing this process. Retailers should not attempt to repair quarantined vehicles until the formal recall repair bulletin is issued.

Group 3 – To manage the launch of the recall campaign we will progressively mail recall notification letters to owners of affected vehicles. Retailers will receive an allocation of fuel tanks in advance of the mailing. It is anticipated the recall mailing will begin in 6 to 8 weeks time.

We will continue to update you on the status of this recall action as more information is available. We have prepared the Q+A below to assist in answering questions you might have. A Q+A document to assist in addressing owner questions is attached to Service Bulletin SRE05-07.

Retailer Q+A

- Q. What do I do if I have a sold, but not delivered vehicle subject to the quarantine?
 A. Explain to the customer that the vehicle is subject to the recall action and retailers are legally obliged to cease delivery of all vehicles affected until such a time as any corrective action has been taken. US 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. Retailers should not attempt to repair quarantined vehicles until the formal recall repair bulletin is issued.
- Q. Can I sell/deliver my used vehicles?
 A. Retailers are legally obliged to cease delivery of all vehicles affected until such a time as the recall has been conducted.
- Q. You state that vehicles in customer use are OK to drive, why can't I deliver a new or used vehicle?
 A. Legally Retailers are required to cease delivery of new vehicles identified affected by this recall.
- Q. Can I use my Service Loaners/Demonstrators?
 A. Use of vehicles within the affected VIN range as a demonstrator or loaner vehicle may be considered a violation of federal legislation. We recommend against using such vehicles for demonstrator or loaner purposes. Consult your legal counsel if you have any questions in this regard.

Retailers will receive an additional loaner allocation for every vehicle affected by the quarantine (1 for 1). Vehicles not impacted by the quarantine can then be enrolled in the program. A subsequent announcement will be released outlining this process.

Q. When will customers be notified about the recall?

A. We plan to notify customers progressively as parts supply increases. We anticipate that will be in approximately 6 – 8 weeks.

Q. When can I expect tanks to repair my stock vehicles?

A. It may be 6 to 8 weeks before you receive fuel tanks for these vehicles. We are working with the UK to expedite fuel tanks and pull this timing forward. We will update you shortly on the supply plan.

Q. When will we receive formal Recall instructions?

A. Formal recall documentation will be sent to retailers prior to the distribution of owner notification letters.

Q. What should I tell a customer who knows about the recall ahead of the customer notification?

A. Tell them that if their vehicle is affected by the recall they will receive a notification letter. Reports from affected markets confirm that leaks from the fuel tank have only arisen when the air temperature is very high (well in excess of 90 degrees F.) and immediately following completely filling the fuel tank. If a customer is concerned about operating the vehicle in these conditions, our advice is to instruct them to fill the fuel tank no more than $\frac{3}{4}$ full. Refer to the Technical Q and A in Service Bulletin SRE05-07 for additional information.