



# **SERVICE ALERT**

August 31, 2005

SA05RE-07

NAS:

US Only:

Cda Only:

**ATTENTION:** *Dealer Principal, General Manager, Sales Manager  
Service Manager, Service Advisor, Parts Manager*

## **Delivery Hold for Pending LR3 Safety Recall**

Land Rover North America has informed the National Highway Transportation Safety Administration (NHTSA) and Transport Canada (TC) of its intent to perform a voluntary Safety Recall on a range of 2005 LR3 vehicles imported into the United States and Canadian markets. Information relating to the proposed Recall is posted on the NHTSA and TC web sites. The Recall action will require replacement of fuel tanks on all affected vehicles.

**U.S. 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.**

Your attention is directed to Service Bulletin SRE05-07 "Recall B016 – Quarantine Notification for Affected Vehicles" posted today on InfoTrail which contains more detailed information about the cause of the Recall action and the actions that you and Land Rover will take to deal with customer concerns and an initially tight parts supply.

As additional information becomes available Land Rover will keep Retailers informed of progress and developments relevant to this Recall campaign.



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		Service Advisor	X
Parts Manager	X	Technician	
Service Manager	X		

*Bulletin:* SRE05-07  
*Section:* Recall  
*Date:* 31 August 2005  
*Model:* ALL

*Applicable to:* USA/CDA

*Page:* 1 of 5

*Subject:* Recall B016 – Quarantine Notification for Affected Vehicles

## Vehicle Quarantine Notice

*Land Rover North America has informed the National Highway Transportation Safety Administration (NHTSA) and Transport Canada (TC) of its intent to perform a voluntary Safety Recall on a range of 2005 LR3 vehicles imported into the United States and Canadian markets. Information relating to the proposed Recall is posted on the NHTSA and TC web sites. The Recall action will require replacement of fuel tanks on all affected vehicles.*

*New U.S. Federal regulations require that Retailers must be advised of this Recall notification within three working days. Once notified, Retailers must abide by the regulation that new vehicles in Retailer inventory be HELD and not delivered to customers until they can be repaired as described in the Recall Technical Bulletin instructions to be issued.*

**U.S. 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.**

*This Quarantine notice serves as notification to all Land Rover Retailers in the United States and Canada that affected vehicles may not be delivered for customer use until the Recall repair is completed.*

*All 2005 LR3 vehicles built up to the end of April 2005 within the VIN range 5A000360 to 5A342827 are potentially affected by the defect prompting this Safety Recall.*

### Recall B016: Fuel tank – Leak from Vapor Recovery System

#### Situation

A concern has been identified with a vapor recovery system component in the fuel tank on LR3 vehicles. A breather pipe located inside the fuel tank can become detached allowing fuel to enter the breather system. The vehicle may exhibit check engine light illumination, fuel odor and drivability concerns such as hesitation, misfire, stalling, rough running or difficulty in starting. In extreme conditions a fuel spill from the charcoal canister at the rear of the vehicle can occur. For additional details see the appended Technical Q&A.

Replacement gas tanks for these vehicles are in short supply and the required stocks will take some time to produce. Owner notifications will be staged to cover hot climate states first and will start in approximately six to eight weeks time as parts supply permits.

**Action to be taken**

You are required by law to Quarantine all affected vehicles in your control pending further instructions from Land Rover. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of customers. Land Rover is currently in the process of validating the repair technique and procuring replacement components. Additional information will be provided regarding parts availability and repair procedures as soon as possible.

Retailers are advised that the use of vehicles within the affected VIN range as demonstrators or loaner vehicles may be considered a violation of Federal legislation. Land Rover recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

**Customer Inquiries**

In the interim, if you are approached by a customer with questions about this Recall, but the customer has not yet received any formal notification, please inform them that Land Rover will notify them in writing if their vehicle is affected by a campaign.

If a United States customer requires additional information concerning this matter, please direct them to contact the Land Rover Customer Relationship Center at **1 800 637 6837**

Canadian customers requiring additional information should be directed to the Canadian Customer Relationship Center at **1 800 346 3493**.

**If you have a customer who presents a vehicle with this vapor recovery system defect as described in the Q&A, U.S. Retailers should follow the standard FRED procedures. Canadian Retailers should contact the Technical HelpLine (1 888 577 8577 Option 3, Item 4). You will be instructed on the proper procedure for dealing with that individual vehicle.**

Thank you for your co-operation in this matter. Please refer to the Technical Q&A sheet for additional information and for answers to questions that may arise from your customers.

# Technical Q&A



FOR USE ON INQUIRY

**Land Rover Recall B016**

**LR3**

**Fuel tank – leak from vapor recovery system**

**Main Message:** An issue has been identified on 2005 LR3 vehicles built up to the end of April 2005 (VIN range 5A000360 to 5A342827).

Some of the affected vehicles may contain a breather pipe that was not made to specification. This may result in excessive swelling and cracking of a grommet and subsequent detachment of the breather pipe from a connector tube. When the fuel level in the tank is above the level of the detached joint, fuel may then enter the breather pipe. The vehicle may exhibit check engine light illumination, fuel odor, drivability concerns such as hesitation, misfire, stalling, rough running or difficulty in starting. If the amount of fuel flowing into the breather pipe reaches the vapor canister and exceeds its capacity, the excess fuel may be discharged onto the ground. Fuel leaks have been reported only in hot climatic conditions, usually after the vehicle has been refueled.

**Q1 Why is Land Rover recalling certain LR3 models?**

A Land Rover is conducting a voluntary safety recall involving LR3 vehicles to replace the fuel tank.

**Q2 Can you tell me more about what is wrong with the vehicles?**

A There is a quality concern with the fuel tank vapor recovery system piping that is internal to the fuel tank.

**Q3 How would the customer become aware of potentially having this concern?**

A Symptoms that may be noticed by a customer are check engine light illumination, fuel odor, drivability concerns such as hesitation, misfire, stalling, rough running or difficulty in starting. In certain circumstances when the outside air temperature is very high (well in excess of 90°F), fuel may be expelled out of the charcoal canister mounted at the rear of the vehicle.

**Q4 Does this recall affect vehicle safety?**

A Liquid fuel that can overflow out of the charcoal canister when the outside air temperature is very high in the presence of an ignition source, could present a risk of fire. Because most of the reports Land Rover has received of reported fuel leaks indicate that the leaks occurred immediately following refueling of the tank, it is advisable that customers refrain from completely filling their fuel tanks during hot climatic conditions.

- Q5 Has Land Rover received many complaints?**  
A To date Land Rover has received 131 reports of which only 38 have reported any actual fuel leakage. These 38 reports represent only 0.17% of the total population of vehicles worldwide and 0.11% for North America only.
- Q6 Have there been any accidents or injuries?**  
A There have been no injuries or accidents associated with this concern.
- Q7 How was the condition discovered?**  
A The condition was first discovered by customers in one of the Middle East Territories reporting a concern immediately following re-fueling of their vehicles. Initial investigations centered on the re-fueling practices in these Markets where the engine is often left running during re-fueling, a practice not advised by Land Rover
- Q8 How long has Land Rover known about this defect?**  
A The first reports from the Middle East were received on 16th May in the UK.
- Q9 Is the defect connected with the fuel tank leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**  
A We have no concerns with the reliability of the fuel tank. This issue is a quality concern associated with one of the components integral to the fuel tank that was manufactured away from specification by the supplier.
- Once tanks are replaced on effected vehicles, there is no need to undertake any additional work to ensure the fuel tank system is reliable and safe.
- Q10 What has Land Rover done in production?**  
A Vehicles built after 30 April 2005 use fuel tanks manufactured to specification.
- Q11 What will authorized repairers do to the vehicles?**  
A Authorized repairers will replace the fuel tank with a known good fuel tank.
- Q12 Which vehicles are affected by this recall?**  
A 2005 LR3 vehicles built up to the end of April 2005 (VIN range 5A000360 to 5A342827).
- Q13 Are other Land Rover models affected by these actions?**  
A No other models are known to be affected.
- Q14 Are parts available to rework vehicles?**  
A Parts will be available at campaign launch.
- Q15 How much will the recall cost Land Rover?**  
A Cost was not a factor in deciding to recall these vehicles.
- Q16 How do I know if my LR3 vehicle is affected?**  
A All owners of potentially affected vehicles will receive a letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.

**Q17 How long does it take for the car to be inspected and repaired?**  
A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than one and a half hours to complete. Naturally, due to Retailer service department schedules, vehicles may be required for longer.

**Q18 Can I continue to drive my LR3 vehicle safely until it has been recalled?**  
A Reports from effected markets confirm that this issue has only ever arisen when the air temperature is high (well in excess of 90°F) and immediately following completely filling the fuel tank. And it is only in these circumstances that fuel has leaked out of the charcoal canister. If a customer is at all concerned about operating their vehicle in these conditions, our advice is fill the fuel tank no more than  $\frac{3}{4}$  full.