



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 SRE05-06

Section. Recall

Date: 23 August 2005

Model: Freelander

Applicable to: USA

Page: 1 of 7

Attachment Sample Owner Letter
Technical Q&A

Subject: Vehicle Safety Recall - B011 (NHTSA #05V-300)

A possible defect that relates to motor vehicle safety may exist in some 2005 model year 5-door Land Rover Freelander vehicles imported by Land Rover North America, Inc. as well as some 5-door vehicles repaired using an out-of-specification component during the period September 21, 2004 to July 12, 2005 in the North American market.

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. Operation of the exterior latch could disengage the child lock on the left-hand rear latch only.

Recall B163 resolving a similar set of customer symptoms was announced in December 2004. That Recall involved a different vehicle population and resulted from a different root cause. A very small number of vehicles that have been repaired under Recall 8163 may now, due to a later latch repair, also be affected by Recall 8011. These customers will receive a slightly modified version of the customer letter to ensure they recognize that they still need to contact their Retailer.

VEHICLES INVOLVED/CUSTOMER NOTIFICATION

A total of 2184 North American Freelander vehicles (1941 United States vehicles) are involved in this Recall action between production VINs 5A453955 to 5A486387 and a specific list of repaired vehicles. Some 2005 vehicles have been tested and repaired if required under a Port Campaign.

Customer notification will begin in August 2005. 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.

Affected used vehicles should be tested and repaired if required prior to sale.

WORK PROCEDURES

Vehicles identified in the affected VIN listing may have a potentially defective latch. An affected vehicle must have the left hand rear door latch inspected and if indicated replaced.

If a customer provides confirmation that the LH rear door lock 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 (See warranty instructions).

The vehicle must have **an inspection performed and if indicated a repair completed** under the terms of this Recall Action.

Refer to Technical Information Bulletin RB011 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



NOTE: Part Number **ELD500270** should only be ordered on an as needed basis. The anticipated test failure rate for vehicles using this shedder is low so unnecessary stocking of this component should be avoided to reduce Retailer inventories and to ensure adequate supplies for all.

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	Up to VIN 4A403350
ELD500270	Water Shedder LH Rear	Qty 1	From VIN 4A403351

CLAIM REIMBURSEMENT INFORMATION

Warranty claims should be submitted quoting program code **B011** 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.

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	QTY	Misc Expense
B011	A	Check operation of LHR latch - No Action Required.	86.26.89/37	0.1	N/A		N/A	
	K	Check operation of LHR latch - No Action Required. Drive In Drive Out	86.26.89137	0.1	N/A		N/A	
			02.02.02	0.2				
	B	Inspect & Renew Latch Assembly - LH Rear Door	76.37.07	0.7	ALR9787K	Latch assembly LH rear door	1	
					ELD500270	Water Shedder LH From VIN 4A403351	1	
	C	Inspect & Renew Latch Assembly - LH Rear Door Drive in Drive Out	76.37.07	0.7	ALR9787K	Latch assembly LH rear door	1	
ELD500270					Water Shedder LH From VIN 4A403351	1		
D	Inspect & Renew Latch Assembly - LH Rear Door	76.37.07	0.7	ALR9787K	Latch assembly LH rear door	1		
				ELD500210K	Water Shedder LH Up to VIN 4A403350	1		
E	Inspect & Renew Latch Assembly - LH Rear Door Drive in Drive Out	76.37.07	0.7	ALR9787K	Latch assembly LH rear door	1		
				ELD500210K	Water Shedder LH Up to VIN 4A403350	1		

CUSTOMER RE-IMBURSEMENT PROCESS:

If a customer indicates that they have become aware of this Recall and that they have paid for a replacement left rear door lock as a customer paid out-of-warranty repair **within the specified dates of September 21, 2004 and July 12, 2005**, 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.

The invoice must be signed by the customer as proof of re-imbursement and counter-signed by the retailer. 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.

The following steps must be followed to ensure that B011 is properly completed and that the Retailers is compensated for the Recall repair as well as the customer reimbursement.

1. Verify the repair dates coincide with the specified repair dates of this Recall
2. Perform the Recall test and if indicated the repair for Recall B011.
3. Reimburse the customer for the paid repair.
4. Contact your Warranty Administrator and inform them that you have a documented "repaired vehicle" which needs to be included as part of the Recall B011. **Retailers must provide the complete VIN for that vehicle to the Administrator to ensure proper entry into the DDW system.**
5. When the VIN appears on DDW, make the claim against B011 selecting the proper Option Code.
6. **When the Recall Claim is paid**, submit the "Related Damage Claim" for the customer reimbursement.

Related Damage Claims:

- Supplementary claims for related damages can only be made after the Recall claim has been paid/accepted.
- Claims should be submitted by clicking the Related Damage radio button in DDW, quoting program code "B011."
- The warranty claim should be submitted using Option Code " X and entering the outstanding reimbursement balance in local currency against a sundry code of ZZZ 001.

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 Service Action.

August 2005

Vehicles Affected: Freelander 5-Door Models

Model Years: 2005 (plus some specific repaired vehicles)

RE: **B011** Recall Action – Freelander 2005 Model Year 5-Door (**5A453955** to **5A486387**)

And an additional list of 2002 – 2004 MY repaired vehicles

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 some 2005 Freelander 5-Door vehicles and other specific vehicles repaired with an out of specification part. 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 concern?

A door lock mechanism that was not manufactured to specification may allow the left hand rear door to be opened from inside the vehicle, when it is believed that the child lock is engaged. 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 proper operation. If the lock does not pass the inspection process, the Retailer will install a new left hand rear door latch to ensure proper child lock operation.

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 B011 Child Lock Disengagement completed on your vehicle.

How long will it take?

Expected repair time is estimated to be approximately one 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 Freelander within the VIN range listed above or have had the LH rear door latch replaced between September 21, 2004 and July 12, 2005.
2. You have paid for a child safety lock repair due to the defect outlined previously in this letter.
3. The repair was performed before July 12, 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 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.

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, visit www.landroverusa.com and send us an email from the "**Contact Us**" section, or contact us by mail at the following address:

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

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, call the toll-free Vehicle Safety **Hotline** at 1-888-327-4236 (TTY: 1-800-424-9153), or send an email to <http://www.safercar.gov>.

Sincerely yours,



Benjamin I. Weiner

Customer Satisfaction Manager

Technical Q&A



FOR USE ON INQUIRY

Land Rover Recall B 011

Freelander Child Latch – Incorrect Operation

Main Message: An issue has been identified on a number of 2005 MY Freelander five door vehicles built between September 21st 2004 and April 19th 2005 (VIN range 453955 to 486387). Additionally, some vehicles repaired using an out-of-specification component during the period September 21, 2004 to July 12, 2005 are also affected.

The Child Safety Lever, incorporated into the rear door latch assembly fitted to the left-hand rear door, when engaged, may permit the door to be opened by the interior door handle (when the Child Safety Lever is still in the 'on' position).

Q1 Why is Land Rover recalling certain Freelander models?

A Land Rover is conducting a voluntary safety recall involving Freelander five door vehicles to inspect and if necessary replace the left-hand rear door latch.

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

A Due to an internal fault with the door latch the child-proof latch could become disengaged when it was thought to be engaged.

Q3 Does this recall affect vehicle safety?

A Overall vehicle safety is not impaired but the safety of a child traveling in the rear of the vehicle may be compromised.

Q4 Has Land Rover received many complaints?

A Although we have received reports from our World-wide Retailer network, Land Rover have not directly received any customer complaints related to this concern.

Q5 Have there been any accidents or injuries?

A None of which we are aware.

Q6 How was the condition discovered?

A This condition was discovered during routine inspections at the factory.

Q7 How long has Land Rover known about this defect?

A This concern was first reported in April 2005

Q8 Land Rover launched a recall action (B163) on Freelander child latches in December 2004. Is this the same concern?

A No. The symptoms are the same but the root cause is different. It is unlikely that a vehicle covered by B163 will be affected. Any customer who has vehicle that is covered by B011 will be notified in writing.

Is the defect connected with the child safety latch 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?

The root cause of the problem has been identified, the supplier has taken measures to check and amend their specifications and processes.

- Q10** What has Land Rover done in production?
A As soon as the issue was highlighted all production vehicles were checked and reworked as necessary. New known good parts were introduced into production
- Q11** What will authorized repairers do to the vehicles?
A Authorized repairers will carry out a test of the left-hand rear child latch to establish if the latch is faulty. If the latch fails the test, the Retailer will replace with a known good latch.
- Q12** Which vehicles are affected by this recall?
A 2005 MY Freelander five door vehicles built between September 21st 2004 and April 19th 2005 (VIN range 453955 to 486387). Additionally, Freelander 5 door vehicles that have had the child latch repaired using an out-of-specification component during the period September 21, 2004 to July 12, 2005 are affected.
- 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 Freelander is affected?
A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.
- Q17** Can customers check their own vehicles?
A No. A Land Rover authorized repairer will carry out the check and any rework free-of-charge.
- Q18** 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 hour to complete. Naturally, due to Retailer schedules, vehicles may be required for longer.
- Q19** Can I continue to drive my Freelander safely until it has been recalled?
A The vehicle is safe to drive but caution should be taken when carrying children in the rear. Customers should always properly secure children in the rear seats.