



# Land Rover North America, Inc.

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OFFICE OF  
DEFECTS INVESTIGATION

April 18, 2006

Daniel C Smith  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

06V-131  
(9 pages)

Dear Mr. Smith

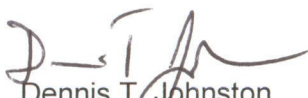
Subject: Land Rover United Kingdom (Land Rover) Recall Number B037 – Certain 2005 and 2006 Model Year LR3 and certain 2006 Model Year Range Rover Sport Vehicles

### Summary

- Land Rover Action - Land Rover is conducting a voluntary compliance recall involving certain 2005 and 2006 Model Year LR3 and certain 2006 Model Year Range Rover Sport vehicles.
- Number of Vehicles Involved - Approximately 44,087 vehicles in the United States and Federalized Territories.
- Description of Non-Compliance – On the affected vehicles, when the ignition is switched off, after a period of time it is possible to remove the ignition key when the transmission shift lever is not in Park. As a result, these vehicles do not comply with FMVSS114 Section S4.2.1 (a) which requires the transmission shift lever to be in park for the key to be removed from the ignition.
- Service Program  
Owners will be notified to return their vehicles to dealers to have the Driveline Control Transfer Box ECU reprogrammed with revised software. Dealers have been instructed to stop delivering the affected vehicles until that reprogramming has been completed.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report.

Sincerely,

  
Dennis T. Johnston  
Manager, North American Safety & Compliance

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49 CFR Part 573 - NON-COMPLIANCE INFORMATION REPORT  
RECALL B037 - 2005 -2006 Model Year LR3 and Range Rover Sport Vehicles

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Land Rover submits the following information concerning a potential noncompliance to the requirements of Section S4.2.1 (a) of FMVSS 114 for certain 2005 and 2006 Model Year LR3 and certain 2006 Model Year Range Rover Sport vehicles.

573.6 (c) (2) - Potentially Affected Vehicles

Certain 2005 -2006 Model Year LR3 and certain 2006 Model Year Range Rover Sport vehicles built from January 17<sup>th</sup> 2005 through to and including April 5<sup>th</sup> 2006 at the Solihull (United Kingdom) Assembly Plant are potentially affected.

573.6 (c) (3) -- Estimated Population of Vehicles Potentially Affected

Approximately 44,087 vehicles in the United States and Federalized Territories.

573.6 (c) (4) - Estimated Percentage of Affected Vehicles with the Condition

100%

573.6 (c) (5) -- Description of Non-Compliance

On the affected vehicles, when the ignition is switched off, after a period of time it is possible to remove the ignition key when the transmission shift lever is not in Park. As a result, these vehicles do not comply with FMVSS114 Section S4.2.1 (a) which requires the transmission shift lever to be in park for the key to be removed from the ignition.

As of the date of this letter, there are no known accidents or injuries attributable to this condition.

573.6 (c) (7) -- Basis of Non-Compliance Determination

The condition was brought to Land Rover's attention by way of an Electronic Product Quality Report (EPQR) from Land Rovers National Sales Company in Ireland. It stated that the ignition key could be removed with the transmission shift lever is still in drive. An investigation was carried out by Land Rover Engineering to confirm the presence of the condition. Testing confirmed the condition was present in vehicles manufactured for sale in the United States.

573.6 (c) (8) Service Program

Land Rover has notified dealers (see attached) to hold affected vehicles until the Driveline Control Transfer Box ECU can be reprogrammed with revised software. Land Rover will notify owners of the affected vehicles on or about the week of May 22, 2006. The notification letters will include details for customers to contact their dealers and make arrangements for dealer installation of the software at no charge along with advising owners to ensure the shift lever is in Park before the ignition key is removed.

In accordance with Part 573.13(d)(1), Land Rover is excluding reimbursement for costs incurred by owners for repair of this problem because Land Rover's original new vehicle warranty program would provide for a free repair of this concern for any affected customers.

573.6 (c) (9) -- Press statement and Dealer/Owner Letters

Land Rover does not plan to make a public statement concerning the subject matter of this action. A copy of the Notification letters to dealers and owners from Land Rover will be forwarded when available.

573.6 (c) (11) -- Recall Number

Land Rover has assigned Recall Number B037 to this action.



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	X
Business Manager		Service Advisor	X
Parts Manager		Technician	X
Service Manager	X		

*Bulletin:* SRE06-02  
*Section:* Recall  
*Date:* 18 April 2006  
*Model:* LR3, Range Rover Sport

*Applicable to:* USA/CDA

*Page:* 1 of 6  
*Attachment:* Repair Procedure

*Subject:* Recall B037 – 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 Compliance Recall on a range of 2006 Range Rover Sport and 2005-2006 LR3 vehicles imported into the United States and Canadian markets. Information relating to the proposed Recall will be posted on the NHTSA and TC web sites. The Recall action will require reprogramming of the Transfer Case Control Module on all affected vehicles.*

*Retailers must ensure that new vehicles in Retailer inventory be HELD and not delivered to customers until they can be repaired as described in the Recall technical instructions. The quarantine repair procedure is attached to this notification. Recall technical and service bulletins will be issued.*

U.S. Federal law requires Retailers to complete any outstanding 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 2005-2006 LR3 vehicles in the VIN Range 5A322770 to 6A391562 and 2006 Range Rover Sport vehicles in the VIN Range 6A900294 to 6A957409 are potentially affected by the defect prompting this Recall.*

### Recall B037: Incorrect Auto Keylock Function

#### Situation

Land Rover has decided to recall a number of 2005-2006 LR3 and 2006 Range Rover Sport vehicles because it has been identified that there may be a concern with the Keylock that prevents ignition key removal when the transmission lever has **not** been placed in the "P" park position. The ignition key may be released from the ignition lock after a period of time once the ignition has been turned off even though the gear shift lever has not been placed in the "P" park position.

### **Action to be taken**

You are required by law to Quarantine all affected vehicles in your control pending repair of the vehicles. 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. Additional bulletin information will be provided for customer facing repair processes as soon as possible.

**Retailers should confirm the status of each vehicle using DDW for the status of campaign B037 prior to performing the tune upgrade. A Port campaign is ongoing and recently received vehicles may have had the tune upgrade performed prior to shipment.**

**It is recommended that any vehicles within Retailer control that are subject to this action be repaired as soon as possible. Vehicle Preparation must have been completed on the vehicle PRIOR to performance of the Recall. See the attached repair instructions.**

Retailers are advised that the use of vehicles from 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 until the repair have been performed. Please consult your own legal counsel if you have questions in this regard.

### **Customer Inquiries**



**NOTE: Retailers are free to perform this Recall on any affected customer vehicle that comes to their facility. The procedures outlined in this Quarantine Procedure are the same as those that will appear in the final Recall bulletin.**

If a customer has 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. Customer notification is expected to take place before the end of May.

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**.



# Quarantine Repair Procedure

## B037 – Transfer Case Control Module Tune Download Repair

### PARTS:

No parts required

### TOOLS

WDS Software .....CD13 with Patches 1, 2, 3, 4

### WARRANTY:



**NOTE:** Always refer to DDW to verify vehicle eligibility for this Service Campaign and to determine if the vehicle is affected by any other Service Actions.

Warranty claims should be submitted quoting program code **B037** 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
B037	B	Transfer Control Unit Software Reflash	41.30.89/27	0.2	N/A	N/A	N/A	N/A
B037	C	Transfer Control Unit Software Reflash	41.30.89/27	0.2	N/A	N/A	N/A	N/A
		Drive in/Drive out	02.02.02	0.2				

*Normal warranty policy and procedures apply.*

### REPAIR PROCEDURE

#### DOWNLOAD UPDATE TUNE

1. If WDS has previously had the patch file (WDS CD13 - Patch File 4) installed, go to step 5.



**NOTE:** The software patch installation help file provides instructions for the patch file installation process and could take up to six minutes to download dependent on connection speed. For information on how to confirm that the patch file has been installed onto WDS, refer to the patch process help file.



**NOTE:** GTR lookup sequence is as follows:  
GTR Home > NAS > Diagnostics/ LA – LR3/2006 > Patch Files > "Patch Process Help File" link


2. Logon to GTR from an internet connected PC and download the WDS software patch installation help file as follows:
  - Select 'Home' from the menu at the top of the main page.
  - From the menus on the left of the page, select 'Diagnostics' as the 'Information Type' and select the relevant model and model year.
  - From the 'All Information' results, select 'Patch Files'.
  - Click the file link 'Patch Process Help File'.




## Quarantine Repair Procedure

 **NOTE:** Patch file download could take up to twenty minutes dependent on connection speed.

3. Using the help file as a guide, follow the instructions to download and save WDS CD13 - Patch File 4.

 **CAUTION:** Before upgrading WDS CD13 with Patch File 4, Patch Files 1, 2 and 3 **MUST** be loaded. Each patch file must be loaded separately and in sequence: Patch 1 then 2 then 3 then 4. Patch files may not be loaded any other way than one patch at a time.


4. Install the software patch file 'WDS CD13 - Patch File 4' into T4/ WDS and verify that WDS successfully restarts.


 **NOTE:** A Midtronics PSC550 battery charger must be connected to the vehicle battery during diagnosis/module configuration.

5. Connect the battery charger and diagnostic equipment to the vehicle and begin a WDS session.

6. Note the current software levels of the control module as follows:

- Enter the vehicle details.
- Select the 'Vehicle Configuration' tab.
- Select 'Module Information'
- Select 'Network integrity test'
- Note the software part numbers displayed on the screen.

 **NOTE:** During module configuration, the on-screen software part number information that WDS will display can be checked and compared to the software part number noted in step 4 above. If the same tune level is displayed, the vehicle already has the desired software level and the tune download process can be aborted.

 **CAUTION:** Vehicle Preparation must have been performed prior to any attempt to use WDS for this tune download.

7. Configure the Transfer Case Control Module:

- Return to the 'Vehicle Configuration' screen and select 'Module Configuration.'
- Select 'Configure Existing Modules.'
- From the sub-menu, select 'Transfer Case Control Module.'
- Check the tick-box to continue and follow the on-screen instructions.
- Compare the on-screen software part number information that WDS/IDS will display with the software part number noted in step 6 above.
- If the **same** tune level is displayed, terminate the tune download.

8. Repeat step 6 to confirm the software level change.

9. Exit the WDS session and disconnect the diagnostic equipment and battery charger from the vehicle.



## Quarantine Customer Q&A

FOR USE ON INQUIRY

### Land Rover Recall B037

### LR3 / Range Rover Sport – Auto Keylock Incorrect Function

**Main Message:** The mechanism that prevents the removal of the key from vehicles with automatic transmissions when the gear shift lever is not in "PARK", may become inactive a period of time after the ignition has been turned off. This may mean that the key could be removed when "PARK" is not selected.

This issue has been identified on a number of automatic LR3 and Range Rover Sport vehicles built between 17 January 2005 and 5 April 2006 (VIN range 5A322770 to 6A391562 for LR3 and 6A900294 to 6A957409 for Range Rover Sport).

Additionally, any LR3 / Range Rover Sport automatic vehicle that has had a replacement Transfer Case Control Module or software upgrade on that control module may also be affected.

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

A Land Rover is conducting a voluntary compliance recall involving LR3 and Range Rover Sport automatic transmission vehicles to reprogram the Transfer Case Control Module.

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

A Due to a software fault within the transfer box it may become possible for the ignition key to be removed while the gear shift lever is not in the "PARK" position.

**Q3 Does this recall affect vehicle safety?**

A The vehicle is safe to drive but caution should be taken when parking the vehicle to ensure the gear shifter is in the "PARK" position before removing the ignition key.

**Q4 Has Land Rover received many complaints?**

A Land Rover has not directly received any customer complaints related to this concern.

**Q5 Have there been any accidents or injuries?**

A There are no known accidents or injuries attributable to this condition.

**Q6 How was the condition discovered?**

A This condition was reported by an EPQR from the National Sales Company in Ireland.





## Quarantine Customer Q&A

- Q7 What has Land Rover done in production?**  
A As soon as the issue was verified, all production vehicles were checked and reworked as necessary. New known good parts were introduced into production.
- Q8 What will the Land Rover Retailer do to the vehicles?**  
A Your Retailer will reprogram the Transfer Case Control Module with revised software.
- Q9 Which vehicles are affected by this recall?**  
A LR3 and Range Rover Sport vehicles built between 17 January 2005 and 5 April 2006 (VIN range 5A322770 to 6A391562 and 6A900294 to 6A957409). Additionally, any LR3 / Range Rover Sport automatic transmission vehicle that has had a replacement Transfer Case Control Module or software upgrade on the Transfer Case Control Module, prior to 18<sup>th</sup> April 2006 are also affected.
- Q10 Are other Land Rover models affected by these actions?**  
A No other models are known to be affected.
- Q11 Are parts available to rework vehicles?**  
A No parts are required. Software is available.
- Q13 How much will the recall cost Land Rover?**  
A Cost was not a factor in deciding to recall these vehicles.
- Q14 How do I know if my LR3 / Range Rover Sport is affected?**  
A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover retailer for the work to be carried out.
- Q15 Can customers check their own vehicles?**  
A No. A Land Rover authorized retailer will carry out the work free-of-charge.
- Q16 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 30 minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.
- Q17 Can I continue to drive my LR3 / Discovery 3 / Range Rover Sport safely until it has been recalled?**  
A The vehicle is safe to drive but caution should be taken when parking the vehicle to ensure the gear shifter is in the "PARK" position before removing the ignition key.