



Land Rover North America, Inc.

# SERVICE BULLETIN

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

Bulletin **SRE06-05**

section: Recall

Date: 25 May 2006

Model: LR3

Range Rover Sport

Applicable to: USA

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Attachments Sample Owner Letter  
Technical **Q&A**

Subject: **SAFETY RECALL B037 – NHTSA # 06V-131**

A non compliance situation that relates to motor vehicle safety exists in some 2005-2006 model year LR3 (5A322770 to 6A391562) and 2006 Range Rover Sport (6A900294 to 6A957409) vehicles imported by Land Rover North America, Inc.

## DESCRIPTION OF DEFECT

Land Rover has decided to recall all affected vehicles to install updated Transfer Case Control Module software. 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 has not been placed in the "P" (park) position. As a result, these vehicles do not comply with FMVSS 114, which requires the transmission shift lever to be in "P" (park) for the key to be removed from the ignition.

## VEHICLES INVOLVED/CUSTOMER NOTIFICATION

NOTE: Some vehicles within the affected VIN range may have been corrected under the provisions of a Quarantine associated with this Recall (refer to Service Bulletin **SRE06-02**). These vehicles are excluded from this Recall Action.

Customer notification will begin in June 2006. 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 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

Affected vehicles will have the new software tune installed on the vehicle to correct the time-out fault. Refer to Technical Information Bulletin RB037 "RECALL: Transfer Case Module Software Update" 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.

NOTE: LR3 vehicles prior to the start VIN of this action (**5A322770**) that have had a module replacement or a tune update may be affected by this Recall. These vehicles will be identified in DDW as subject to the Recall Action. Always check LR3 vehicles in DDW to ensure **all** such "repaired" vehicles are captured in the Recall.

Ensure that any outstanding Service Campaigns against a vehicle in this Recall are identified, that **any** required parts are available and that shop time is allocated to affect those repairs in conjunction with the B037 Recall activity.

## **PARTS SUPPLY**

No parts are required for this Recall.

## **CLAIM REIMBURSEMENT INFORMATION**

Warranty claims should be submitted quoting program code **6037** 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.

<b>B037</b>	<b>B</b>	Transfer case control module software update	41.30.89/27	0.2	N/A	N/A	N/A	N/A
<b>B037</b>	<b>C</b>	Transfer case control module software update	41.30.89/27	0.2	N/A	N/A	N/A	N/A
		Drive in/Drive out	02.02.02	0.2				

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 Recall Action.

## **SAMPLE OWNER LETTER**

**RE: Safety Recall Action B037 – Transfer Case Module Software Update**

**Vehicles Affected: 2005-2006 LR3 (2006 Range Rover Sport)**

### **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 certain 2005 – 2006 LR3 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 114.

### **What is the concern?**

Affected vehicles have control module software that may allow the ignition key to be removed when the transmission shift lever is in a position other than Park. As a result, these vehicles do not comply with FMVSS 114, which requires the transmission shift lever to be in 'P' (park) for the key to be removed from the ignition. This condition increases the risk of unintended movement of parked vehicles which could lead to personal injury.

### **What will Land Rover and your Land Rover Retailer do?**

An authorized Land Rover Retailer will program the Driveline Control Transfer Box module with revised software.

### **What should you do?**

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Recall Action B037 completed on your vehicle. In the time prior to the Recall repair Land Rover recommends that extra care be exercised when parking the vehicle to ensure that the shifter is in the "P" park position before removing the key. Land Rover also recommends, as stated in the Owner's Handbook that the parking brake be applied in conjunction with selecting Park.

### **How long will it take?**

Repair time is estimated to be approximately half an hour to install the new software.

As Land Rover would also like to take this opportunity to provide several enhancement updates to your vehicle to bring them to the latest specification level, your vehicle may be needed for a longer period of time. Your retailer can provide more detailed information about what is involved in these additional updates.

### **Attention Leasing Agencies:**

**Federal regulations require that you forward this recall notification to the lessee within TEN 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. You can also contact Land Rover by e-mail: Visit the web site [www.landroverusa.com](http://www.landroverusa.com) and send an email from the "Contact Us" section.

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, 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 Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to [www.safercar.gov](http://www.safercar.gov) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover in cooperation with your authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Ben I. Weiner", with a stylized flourish at the end.

Benjamin I. Weiner  
Customer Satisfaction Manager

# Technical Q&A



<b>Land Rover Recall B037</b>	
<b>LR3/Range Rover Sport – Ignition Key Removable with Automatic Transmission Not in Park</b>	

**Main Message:** An issue has been identified on a number of automatic LR3 and Range Rover Sport vehicles built between 11 February 2005 and 11<sup>th</sup> April 2006 (VIN range 5A322770 to 6A391562 and 6A900294 to 6A957409).

Additionally, any LR3/Range Rover Sport automatic vehicle that has had a replacement transfer box ECU or software upgrade on the transfer box, prior to 11 April 2006 are also affected.

The mechanism that prevents the removal of the key from automatic vehicles 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 while the transmission lever is not in the "P" (park) position.

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

A Land Rover is conducting a voluntary compliance recall involving LR3/Range Rover Sport automatic vehicles to reprogram the Driveline Control Transfer Box control module.

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

A Due to a software error within the transfer box control module, it may become possible for the ignition key to be removed while the gear shift lever is not in the "P" (park) position.

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

A Overall vehicle safety is not impaired.

**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 discovered during routine inspections at the factory.

# Technical Q&A



<b>Q7</b>	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.
<b>Q8</b>	What will authorized repairers do to the vehicles?
A	Authorized repairers will reprogram the Driveline Control Transfer Box control module with revised software.
<b>Q9</b>	Which vehicles are affected by this recall?
A	LR3 and Range Rover Sport vehicles built between 11 February 2005 and 11 <sup>th</sup> April 2006 (VIN range LA322770 to LA391562 and LS900294 to LS957409). Additionally, any LR3/Range Rover Sport automatic vehicle that has had a replacement transfer box ECU or software upgrade on the transfer box, prior to 11 <sup>th</sup> April 2006 are also affected.
<b>Q10</b>	Are other Land Rover models affected by these actions?
A	No other models are known to be affected.
<b>Q11</b>	Are parts available to re-work vehicles?
A	No parts are required, software is available.
<b>Q13</b>	How much will the recall cost Land Rover?
A	Cost was not a factor in deciding to recall these vehicles.
<b>Q14</b>	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 authorized repairer for the work to be carried out.
<b>Q15</b>	Can customers check their own vehicles?
A	No. A Land Rover authorized repairer will carry out the re-work free-of-charge.
<b>Q16</b>	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 dealer schedules, vehicles may be required for longer.
<b>Q17</b>	Can I continue to drive my LR3/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.