

### **RECALL: Brake Light Switch Function Check**

### AFFECTED VEHICLE RANGE:

Freelander (LN)

VIN: 2A353298 to 2A399999 2A200003 to 4A299999 4A400001 to 5A491300

### **CONDITION SUMMARY:**

### CUSTOMER REQUESTED VERIFICATION OF CORRECT BRAKE LIGHT SWITCH OPERATION

**Situation:** Land Rover has identified a concern with the brake light switch on 2002 to 2005 model year Freelander vehicles in North America. The brake lights may remain illuminated even when the brake pedal is not depressed. Improperly functioning brake lights could result in the vehicle being involved in a crash.

The brake light switch may become maladjusted either as a result of an incorrect setting procedure at vehicle manufacture or as a result of the switch mounting bracket flexing. This allows the switch contacts to remain permanently connected because the switch has reached the full extent of its travel.

Action: Land Rover has decided to recall affected vehicles to have the brake light switch replaced. However, because the new specification replacement parts will not be available in quantity for some time, the initial letter of notification instructs the customer to check for correct operation of the brake lights. Customers may also contact their Retailer for this inspection. If the inspection indicates a problem, an interim replacement of the brake light switch is authorized under this Recall Action.

A second notification will be sent to all customers for a new specification brake light switch installation when the components are available. The second Recall campaign will be designated "P004."

### <u>PARTS:</u>

XKB000010 .....Brake Light Switch Qty 1

### WARRANTY:

### **CLAIM REIMBURSEMENT INFORMATION**

→ NOTE: Check DDW to ensure that the vehicle is affected by this Recall Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims should be submitted quoting program code **P002** together with the appropriate option code. As option codes are used, there is no requirement to enter parts or labor. They are provided in the table for information only.

Drive in/drive out can only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers." If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether the bulletin applies to a specific vehicle.



# TECHNICAL BULLETIN

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	QTY	Misc Expense
P002	А	Check brake light function no further action required	70.35.42	0.1	N/A	N/A		
P002	к	Check brake light function no further action required Drive in/drive out	70.35.42 02.02.02	0.1 0.2	N/A	N/A		
P002	В	Check brake light function and replace switch	70.35.42	0.1	XKB000010	Brake Light Switch	1	
P002	С	Check brake light function and replace switch Drive in/drive out	70.35.42 02.02.02	0.1 0.2	XKB000010	Brake Light Switch	1	

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.

Normal warranty policy and procedures apply.

### REPAIR PROCEDURE

### INSPECT BRAKE LIGHTS FOR PROPER OPERATION

- 1. Upon request from a customer, perform the following checks:
  - Switch the ignition key to position "II" and without starting the engine and inspect to determine if the brake lights are illuminated.
  - If the brake lights are not illuminated, press the brake pedal and have an assistant verify that the brake lights are illuminated.
  - If the brake lights are illuminate with the brake pedal depressed, verify that the lights extinguish when the brake pedal is released.
- 2. If all operation is normal the inspection is complete. Return the vehicle to the customer.

NOTE: Global Technical Reference (GTR) lookup sequence is as follows: GTR Home > NAS > Service Information/ LN – Freelander > Year > Workshop Manuals > Freelander 2001 MY on – Workshop Manual – Service Procedures > Bookmark "70 - Brakes" Link "70.35.42 Switch Stop light"

- 3. If the brake lights fail any of the inspection elements in Step 1, perform the following:
  - Refer to GTR section 70.35.42 and replace the brake light switch.
  - Verify proper operation of the brake lights.



### Land Rover Recall P002

### Freelander - Brake light Switch Durability

**Main Message:** The NHTSA have conducted an investigation concerning the operation of Land Rover Freelander brake lights. The investigation revealed that it is possible for Freelander vehicles to have their brake lights permanently illuminated even though the brake pedal is not depressed. The Agency has concluded that Land Rover should conduct a safety recall to replace brake light switches on all Freelander vehicles operated in the US.

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

A This recall is being conducted at the request of NHTSA.

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

A It is possible for the brake light switch to become maladjusted. This can allow the switch to be on even when the brake pedal is not depressed.

### Q3 Does this recall affect vehicle safety?

A Improperly functioning brake lights could result in the vehicle being involved in a crash.

### Q4 Has Land Rover received many complaints?

A Land Rover has received very few complaints of this concern. There have been 77 owner complaints received relating to this condition from a population of 33,319 US vehicles.

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

A None that we are aware of.

### Q6 How was the condition discovered?

A The NHTSA made an enquiry to Land Rover in January 2006.

### Q7 What has Land Rover done in production?

A North American specification Freelander vehicles ceased production in May 2005. No production changes have therefore been made.

### Q8 What will authorized Retailers do to the vehicles?

A Authorized Retailers will, if requested by the vehicles owner/driver, inspect the operation of the brake lights and if a concern is noted, conduct a temporary repair until such time as the replacement modified switches are available. Once the new specification replacement switches are available, these will be installed to replace the existing switch.

### Q9 Which vehicles are affected by this recall?

A All Freelander models from launch, 2002 through to 2005 model year operated in the USA or Canada.

### Q10 Are other Land Rover models affected by these actions?

A No other models are affected.



### Q11 Are parts available to rework vehicles?

A Modified switches are as yet unavailable. Land Rover has provided information on how owners can inspect the brake light operation. If there are any concerns with the operation of the brake lights, Land Rover retailers can conduct a temporary free-ofcharge repair until the replacement modified brake light switch is available.

### Q12 How much will the recall cost Land Rover?

A Cost is never a factor in Land Rover's decision to recall vehicles.

### Q13 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles will receive a letter shortly inviting them to contact a Land Rover authorized Retailer for the work to be carried out.

### Q14 Can customers check their own vehicles?

A Owners can complete a simple check themselves to determine if the brake lights are working correctly or alternatively an authorized Retailer can carry out the check for them. Should the brake light switch need to be replaced owners should contact a Land Rover authorized Retailer for the vehicle to be repaired.

### Q15 How long does it take for the car to be inspected and repaired?

A The repair will take no longer than 1/2 hour although due to retailer schedules, vehicles may be required for longer.

### Q16 Can I continue to drive my vehicle safely until it has been recalled?

A Yes the vehicle can be driven safely until the vehicle is repaired. Land Rover recommends that all owners of affected vehicles conduct the simple brake light check as detailed in the customer letter and contacts an authorized Retailer if there is any doubt.

## Note: Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office.



Land Rover North America, Inc.

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

# SERVICE BULLETIN

Bulletin:	SRE07-04
Section:	RECALL
Date:	21 March 2007
Model:	Freelander
Applicable to:	USA
Page:	1 of 7
Attachment	Owner Letter
	Technical Q&A

### Subject: SAFETY RECALL P002 – NHTSA # 07V-041

### NOTE: This Recall is the first phase of a two-phase Recall Action to check the functionality and then replace the existing brake light switch in all Freelander vehicles. The second phase (designated Recall "P004") will be initiated when the new specification brake light switch is available in sufficient quantities to perform the required replacement repair.

A possible defect that relates to motor vehicle safety may exist in some 2002 through 2005 Freelander vehicles imported by Land Rover North America, Inc.

### **DESCRIPTION OF DEFECT**

Land Rover has decided to recall all 2002 to 2005 model year Freelander vehicles. The brake lights may remain illuminated even when the brake pedal is not depressed. The brake light switch may become maladjusted either as a result of an incorrect setting procedure at vehicle manufacture or as a result of the switch mounting bracket flexing. This allows the brake light switch contacts to remain permanently closed as the switch has reached the extent of its travel. Improperly functioning brake lights could result in the vehicle being involved in a crash.

### VEHICLES INVOLVED/CUSTOMER NOTIFICATION

A total of approximately 33,247 vehicles sold in the United States are involved in this Recall action. Vehicle Identification Number (VIN) ranges for vehicles affected by the Recall are provided below:

Freelander (LN)	VIN:	2A353298 to 2A399999
		2A200003 to 4A299999
		4A400001 to 5A491300

NOTE: The new specification replacement parts are not currently available to conduct the final repair. Land Rover will contact owners of affected vehicles to advise them that their vehicle is affected by this Recall Action and that the part required to perform the final repair of their vehicles is not currently available. The customer letter will detail how to check correct brake light function and to advise the customer that if desired the vehicle may be taken to a Retailer for the inspection. If inspection reveals a malfunctioning switch, Retailers are to perform an interim repair.

P002 customer notification will begin the week of 26 March 2007. 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 \$6,000 per vehicle.

### WORK PROCEDURES

Should a customer request a brake light function inspection or report malfunctioning brake lights for vehicles in the affected VIN range, Retailers should conduct an inspection and if indicated replace the stop light switch with a current specification part. Refer to Technical Bulletin "P002 - RECALL: Brake Light Switch Function Check " 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 Action using DDW.

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 P002 Recall activity.

### PARTS SUPPLY

The following part may be required to carry out this recall inspection and interim repair.

XKB000010 .....Brake Light Switch Qty 1

NOTE: A new specification brake light switch will be introduced as part of Recall P004. All vehicles repaired with XKB000010 will be part of the mailing notification for P004 to have the new switch installed.

### **CLAIM REIMBURSEMENT INFORMATION**

NOTE: Check DDW to ensure that the vehicle is affected by this Recall Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, please ensure that all outstanding Field Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims should be submitted quoting program code **P002** together with the appropriate option code. As option codes are used, there is no requirement to enter parts or labor. They are provided in the table for information only.

Drive in/drive out can only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Program Code	Option	Job Description	SRO	Time (Hours)	Part Number	Part Description	<b>QTY</b>	Misc Expense
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### WARRANTY CLAIMS: CUSTOMER REIMBURSEMENT FOR PREVIOUSLY PAID REPAIR:

Should a customer indicate that the brake light switch has previously been replaced as a normal retail repair (vehicle outside warranty period) the cost of the repair must be reimbursed in full. The new specification brake light switch will be installed under the terms of Recall Action P004.

### **Damage Related Claims:**

### NOTE: Supplementary claims for related damages can only be made once the Recall claim has been paid/accepted.

If any aspect of the P002 Recall has been performed by the Retailer, once the claim is paid the supplementary claim should be submitted quoting program code **P002** and clicking the "Related Damage" radio button. The warranty claim should be submitted using **Option Code X.** The total value of the customer paid repair in local currency is to be submitted against a sundry item code of "Other."

The customer invoice must be signed by the customer as proof of reimbursement 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.

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.

# RE: Safety Recall Action P002 – Brake Light Switch Inspection Vehicles Affected: Land Rover Freelander

#### Model Years: 2002 through 2005

#### 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, relating to motor vehicle safety, exists in 2002 through 2005 Freelander vehicles. Your vehicle is part of this recall action.

#### What is the Concern?

Land Rover has identified a concern with the brake light switch and is undertaking a no-charge Recall Action (P002) for affected vehicles. The fault could result in the brake lights remaining illuminated even when the brake pedal is not depressed. Improperly functioning brake lights could result in the vehicle being involved in a crash.

Unfortunately, at this time the new specification replacement parts are not available. This Recall notification informs you of an inspection procedure and, if required, temporary repair procedures provided at no charge by your authorized Land Rover Retailer.

Land Rover will be sending a second notification letter as soon as the new specification replacement brake light switches are available to repair your vehicle.

#### What should you do?

There is a very simple check that can be easily undertaken by anyone, regardless of technical ability. You may prefer to perform the check yourself with an assistant, or you may contact your Land Rover Retailer for assistance. Complete the check as follows:

- Switch the ignition key to position "II"
- Without starting the engine, or depressing the brake pedal, determine if the brake lights are illuminated.
- If the brake lights are illuminated, contact your Land Rover Retailer to have a temporary repair completed.
- If the brake lights are *not* illuminated in the first test, press the brake pedal.
- Verify that the brake lights are illuminated.
- If the brake lights illuminate with the brake pedal depressed AND are not illuminated (go off) when the brake pedal is released, there is no current concern with the operation of the brake light switch.

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

Should you require assurance that your brake lights are currently functioning correctly or if your own inspection indicates a potential problem, your authorized Land Rover Retailer can inspect the function of your brake lights. If a repair is indicated a temporary repair will be performed at no charge until the new specification replacement parts are available.

### How long will it take?

If required, the inspection and repair work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. It is expected to take approximately 10 minutes, although your Retailer may need your vehicle for a longer time due to service scheduling requirements.

### What we are asking you to do

Complete the brake light check described above. If you have no concerns with the operation of your brake lights, please wait for the "Recall P004" letter that will notify you of the availability of the new replacement brake light switch. If you have completed the checks outlined above and determine there is a concern with the operation of your brake lights, or if you need to have your Retailer conduct the check, please contact your authorized Land Rover Retailer who will make an appointment to perform the check and, if required, have the interim repair completed at no charge.

Please provide the Retailer with your Vehicle Identification Number (VIN) located in the lower left corner of the windshield. Ask for a service date for Recall Program P002. When you bring your vehicle in to the Retailer, please show this letter. If you misplace this letter, your Retailer will still do the work, free of charge.

### 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:

You own or have owned a 2002-2005 MY Freelander.

You have paid to replace the brake light switch.

The repair was performed before March 23, 2007.

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 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 <u>www.landroverusa.com</u> and send an email from the "Contact Us" section.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to the:

Administrator, National Highway Traffic Safety Administration 400 Seventh Street, S.W., Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to <u>www.safercar.gov</u> 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 our authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

- Xu

Benjamin I. Weiner Customer Satisfaction Manager





### Land Rover Recall P002 Freelander - Brake light Switch Durability

**Main Message:** The NHTSA have conducted an investigation concerning the operation of Land Rover Freelander brake lights. The investigation revealed that it is possible for Freelander vehicles to have their brake lights permanently illuminated even though the brake pedal is not depressed. The Agency has concluded that Land Rover should conduct a safety recall to replace brake light switches on all Freelander vehicles operated in the US.

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

A This recall is being conducted at the request of NHTSA.

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

A It is possible for the brake light switch to become maladjusted. This can allow the switch to be on even when the brake pedal is not depressed.

### Q3 Does this recall affect vehicle safety?

A Improperly functioning brake lights could result in the vehicle being involved in a crash.

### Q4 Has Land Rover received many complaints?

A Land Rover has received very few complaints of this concern. There have been 77 owner complaints received relating to this condition from a population of 33,319 US vehicles.

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

A None that we are aware of.

### Q6 How was the condition discovered?

A The NHTSA made an enquiry to Land Rover in January 2006.

### Q7 What has Land Rover done in production?

A North American specification Freelander vehicles ceased production in May 2005; no production changes have therefore been made.

### Q8 What will authorized Retailers do to the vehicles?

A Authorized Retailers will, if requested by the vehicles owner/driver, inspect the operation of the brake lights and if a concern is noted, conduct a temporary repair until such time as the replacement modified switches are available. Once the replacement modified switches are available, these will be installed to replace the existing switch.

### Q9 Which vehicles are affected by this recall?

A All Freelander models from launch, 2002 through to 2005 model year operated in the USA or Canada.

### Q10 Are other Land Rover models affected by these actions?

A No other models are affected.



# **TECHNICAL Q&A**

### Q11 Are parts available to rework vehicles?

A Modified switches are as yet unavailable. Land Rover has provided information on how owners can inspect the brake light operation. If there are any concerns with the operation of the brake lights, Land Rover Retailers can conduct a temporary free-of-charge repair until the replacement modified brake light switch is available.

### Q12 How much will the recall cost Land Rover?

A Cost is never a factor in Land Rover's decision to recall vehicles.

### Q13 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles will receive a letter shortly inviting them to contact a Land Rover authorized Retailer for the work to be carried out.

### Q14 Can customers check their own vehicles?

A Owners can complete a simple check themselves to determine if the brake lights are working correctly or alternatively an authorized Retailer can carry out the check for them. Should the brake light switch need to be replaced, owners should contact a Land Rover authorized Retailer for the vehicle to be repaired.

### Q15 How long does it take for the car to be inspected and repaired?

A The repair will take no longer than 1/2 hour, although due to Retailer schedules, vehicles may be required for longer.

## Q16 Can I continue to drive my vehicle safely until it has been recalled for the brake light switch replacement?

A Yes. Land Rover recommends that all owners of affected vehicles conduct the simple brake light check as detailed in the customer letter and contact an authorized Retailer if there is any doubt. The vehicle can be driven safely until the vehicle is repaired.

## Note: Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office.