



Land Rover Recall P009

LR2 Roof Opening Panel Detachment

Main Message: An issue has been identified on a number of 2008MY Land Rover LR2 vehicles built from start of production and January 12, 2008 (VIN range H000201 - H087347). Failure of either the left- or right-side roof opening panel guide rail could cause the roof opening panel to become detached from its operating mechanism and bind. The operator may hear a cracking noise if this condition occurs. If this condition occurs, the roof opening panel glass panel will remain attached to its frame, but further attempts to operate will result in continued noise and abnormal operation due to the binding condition. If a vertical force is applied (for example: a customer manually aiding the roof opening panel to close or wind lift) the glass panel can become fully detached from the vehicle.

Q1 Why is Land Rover recalling certain LR2 models?

A There is a small risk that under certain circumstances the roof opening panel may bind or stall whilst being closed and become detached on one side. If a vertical force is applied (for example customer manually aiding the roof opening panel to close or wind lift) the glass panel can become fully detached from the vehicle

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

A Due to different thermal expansion properties between the plastic over-mold material (POM - polyoxymethylene) and steel roof opening panel guide rail, excessive stress can develop in the over-molded bracket which may lead to cracking during normal roof opening panel operation. If cracks occur and propagate in a certain area of the guide rail, fragments of the plastic over-mold material may detach from the guide rail and obstruct the operation of the roof opening panel. The obstruction could cause the roof opening panel, when operated, to bind, twist, and potentially detach from the operating mechanism.

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

A Failure of either the left- or right-side guide rail could cause the roof opening panel to become detached from its operating mechanism and bind. The operator may hear a cracking noise if this condition occurs. If this condition occurs, the roof opening panel glass panel will remain attached to its frame, but further attempts to operate will result in continued noise and abnormal operation due to the binding condition.

Q4 Does this recall affect vehicle safety?

A Land Rover has determined that detachment of the roof opening panel from the vehicle may pose a safety risk to other road users and pedestrians.

Q5 Has Land Rover received many complaints?

A To date, there have been 32 reports of the front roof opening panel glass panel failing to close or become stuck. Further reports have been received where roof opening panels have jammed only.

Q6 Have there been any accidents or injuries?

A Land Rover is unaware of any accidents or injuries associated with this issue.

Q7 How was the condition discovered?

A This condition was first reported to Land Rover by the receipt of a dealer field report.

Q8 How long has Land Rover known about this problem?

A The first report of this concern was received in December 2007.



RECALL P009 CUSTOMER Q&A

- Q9** Is the problem connected with the roof opening panel 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** The roof opening panel system does not affect any other safety system in the vehicle
- Q10** What has Land Rover done in production?
- A** Land Rover have made changes to the production design that will prevent the roof opening panel from detaching from the vehicle in the event that it jams and is subjected to some force to try and assist its' closure.
- Q11** What will authorized repairers do to the vehicles?
- A** Authorized repairers will add two additional plastic retention blocks and make a minor modification to the roof opening panel guides which will reduce the risk of jamming and prevent the roof opening panel becoming detached in the event of it jamming.
- Q12** Which vehicles are affected by this recall?
- A** Only LR2 vehicles fitted with a roof opening panel are affected by this recall. The roof opening panel system is unique to this model.
- Q13** Are other Land Rover models affected by these actions?
- A** No other Land Rover vehicles are affected.
- Q14** Are parts available to rework vehicles?
- A** Yes, parts are available for this re-work.
- 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 LR2 vehicle is affected?
- A** All LR2 vehicles built up to VIN 8H087347 and fitted with a roof opening panel are included in this campaign.
- 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 30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q18** Can I continue to drive my vehicle safely until it has been recalled?
- A** The vehicle can continue to be driven safely until it has been recalled. The roof opening panel must not be operated until such time as the recall has been completed.
- Note:** Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office.