



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

Bulletin: SRE08-01

Section: Recall

Date: 08 FEB 2008

Model: LR2
8H000201 - 8H087347

Applicable to: USA/CANADA

Page: 1 of 10

Attachment: Repair Procedure
Customer Q&A

Subject: SAFETY RECALL P009: 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 Safety Recall on a range of 2008 LR2 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 installation of additional clips to the roof opening panel on all affected vehicles.

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. Recall technical and service bulletins will be issued.

All 2008 LR2 vehicles in the VIN range 8H000201 - 8H087347 are potentially affected by the defect prompting this Safety Recall.

U.S. 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.

Recall P009: LR2 Roof Opening Panel Function

Situation

A concern has been identified with a small number of roof opening panels fitted to 2008 model year LR2 vehicles.

Land Rover has found that the front glass panel is failing to close, and after further investigation it has been revealed that the glass has become detached from the roof opening panel frame on one side of the vehicle. The plastic over-mold material is cracking on the roof opening panel mechanism, causing the system to jam which can cause the panel to twist and detach from the frame. The customer may hear a cracking noise if this condition occurs. If this condition occurs, the roof opening panel glass 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.



SERVICE BULLETIN SRE08-01

Action to be taken

Land Rover has taken the decision to recall affected vehicles to secure the roof opening panel mechanism with two retention inserts. Retailers are required by law to repair all LR2 vehicles prior to sale in accordance with the attached workshop procedure.

Some vehicles have been repaired in port prior to being delivered to retailers. Retailers must refer to DDW to confirm if their in-stock vehicles require the recall repair. Vehicles already delivered to customers should be repaired at the next available service opportunity.

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 they are repaired. 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 Repair Procedure are the same as those that will appear in the final Recall bulletin.

In the interim, if you are approached by a customer with 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 at end of February.

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**.

Thank you for your co-operation in this matter. Please refer to the Quarantine Customer Q & A sheet for additional information and for answers to questions that may arise from your customers.



RECALL P009 REPAIR PROCEDURE

LR2 Roof Opening Panel Function - Repair Procedure

PARTS:

△ **NOTE:** In order to meet expected demand, please order only the quantity for your immediate needs.

LR009006

Roof opening panel Kit

Qty: 1 (2 blocks, 3 screws)

WARRANTY:

△ **NOTE:** Always check DDW to verify that the vehicle is affected by this Quarantine Notice, or any other Service Actions, prior to undertaking any repair. Some vehicles within the VIN-range will have been repaired in port. DDW reflects only those vehicles affected and un-repaired.

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Warranty claims should be submitted quoting program code **P009**. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter parts or labor; these are repeated here for information only.

Program Code	Option	Description	SRO	Time	Part No.	Qty.
P009	B	Install additional clips to roof opening panel	76.84.89/30	0.3	LR009006	1
P009	C	Install additional clips to roof opening panel Drive in/drive out	76.84.89/30 02.02.02	0.3 0.2	LR009006	1

Normal warranty policy and procedures apply.



RECALL P009 REPAIR PROCEDURE

REPAIR PROCEDURE

RAISING THE ROOF OPENING PANEL FOR ACCESS

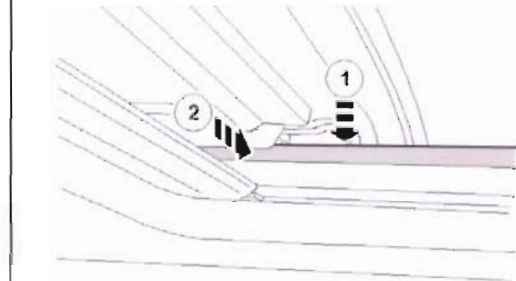
1. Open the roof opening panel blind.
2. Open the roof opening panel glass to the half-open position.



CAUTION: When removing the side panels ensure that the front body header is not scratched.

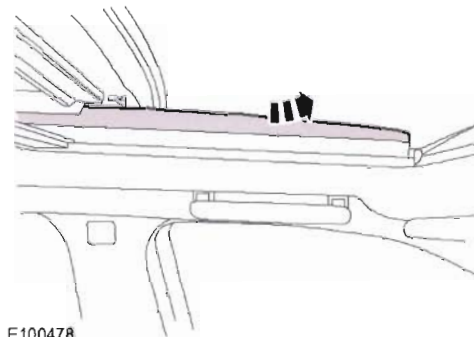
3. Detach the side panels:
 - Apply downward pressure (1), release outboard of the roof panel trim (2) and unclip from the rear. (Figure 1)
 - Repeat for the opposite side.
4. Fully open the roof opening panel glass.
5. Remove the side panels: (Figure 2)
 - Hold down the wind deflector and slide the panels forward for removal.

Figure 1



E100477

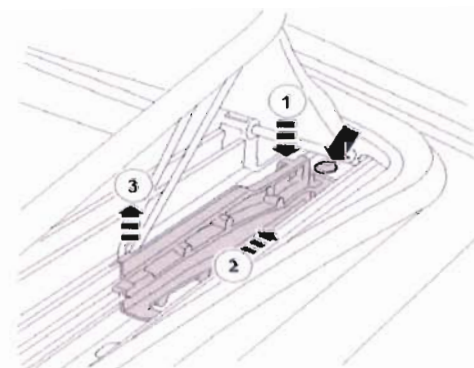
Figure 2



E100478

6. Remove the roof opening panel glass guide locators (right-hand shown, left-hand similar). (Figure 3)
 - Remove the Torx screw.
 - Repeat for the opposite side.

Figure 3



E100479



RECALL P009 REPAIR PROCEDURE

⚠ CAUTION: Ensure there is suitable protection on the rear glass and the back edge of the front glass panel when releasing the front of the glass.

△ NOTE: This will release the front of the glass panel.

△ NOTE: If the roof opening panel fully closes, apply an upward force and inch the glass panel rearwards.

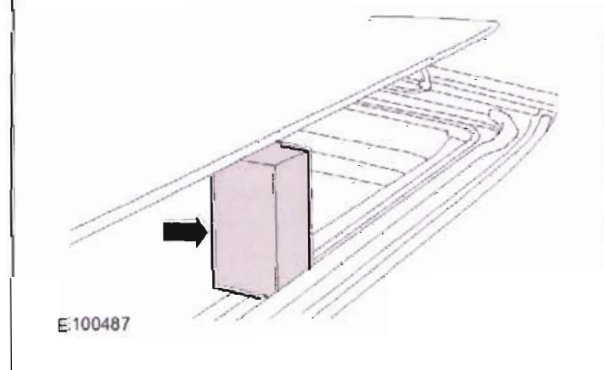
7. Close the roof opening panel glass to **65mm (2.5in)** while applying upward pressure to release the front of the glass. (Figure 4)

Figure 4



8. Raise the roof opening panel glass by **100mm (4.0in)** and support it in the raised position with a soft block. (Figure 5)

Figure 5





RECALL P009 REPAIR PROCEDURE

INSTALLING THE BLOCKS

△ NOTE: This step requires the aid of another technician.

△ NOTE: Figure 6 shows the screw on the inside of the vehicle and the block on the outside of the vehicle.

1. Install block (labeled "L" [left-hand] or "R" [right-hand]) with flat face positioned, using the supplied screw. (Figure 6)
 - Using a suitable magnetic tool, install the screw to the block and tighten to **0.9Nm +/- 0.1Nm (0.7lbf-ft +/- 0.1lbf-ft)**.
 - Repeat for the opposite side.

⚠ CAUTION: Protect roof opening panel mechanism to prevent contamination by small plastic debris.

2. Using a suitable craft knife, cutting upwards to the metal bar and remove the plastic segment (shaded in Figure 7).
 - Repeat for the opposite side.

△ NOTE: Only cut the guide enough to provide a stress-relief. It is not necessary to remove any of the guide.

3. Using a suitable craft knife, cut roof opening panel guide approximately **6mm (0.2in)** until it reaches the metal insert. (Figure 8)
4. Remove the protective cover from the roof opening panel mechanism.

Figure 6

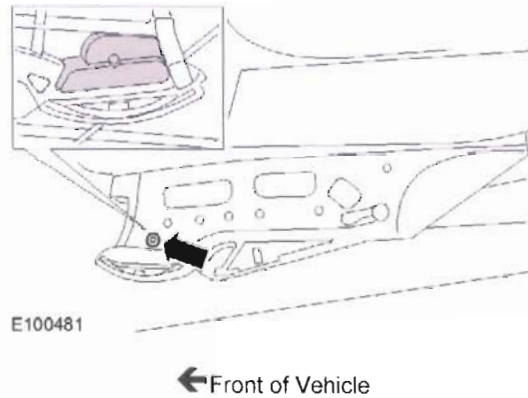


Figure 7

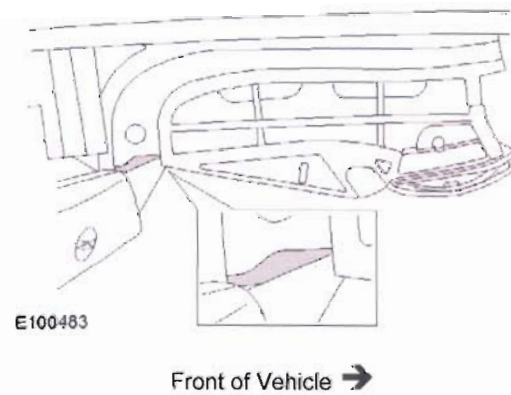
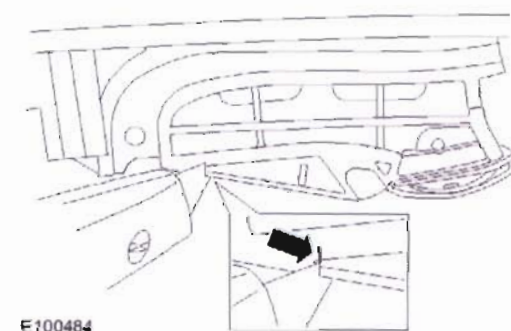


Figure 8





RECALL P009 REPAIR PROCEDURE

SETTING THE ROOF OPENING PANEL INTO PLACE

△ **NOTE:** Left-hand shown, right-hand similar.

1. Using a non-permanent marker, mark the seal to show the driving slider position for ease of installation. (Figure 9)

⚠ **CAUTION:** Damage will occur if the roof opening panel is not aligned correctly.

△ **NOTE:** This step requires the aid of another technician.

△ **NOTE:** Right-hand shown, left-hand similar.

△ **NOTE:** The mark arrowed in step 1 (Figure 9) is the same mark as arrowed in step 2 (Figure 10).

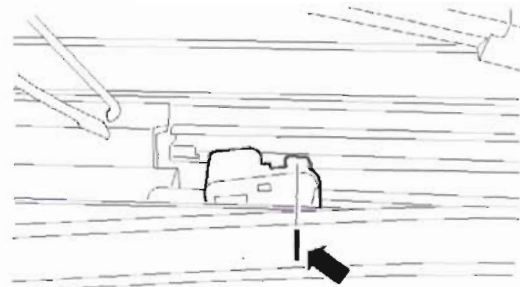
△ **NOTE:** Once aligned, the front glass panel will 'drop in' and the glass panel can be pushed gently down (do not use excessive force).

2. Align the connection bar on the glass panel with the driving slider. (Figure 10)
 - Carefully align and locate the roof opening panel glass to the driving slider.

△ **NOTE:** A slight noise may be heard when the roof opening panel is operated for the first time.

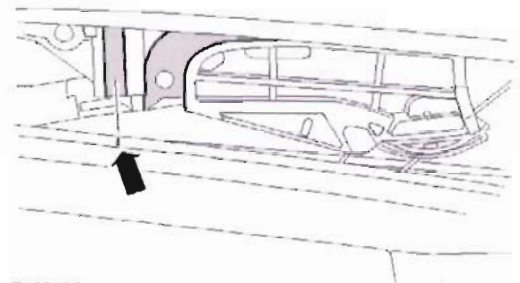
3. Apply slight downward pressure to the roof opening panel glass and fully open the roof panel glass. (Figure 11)

Figure 9



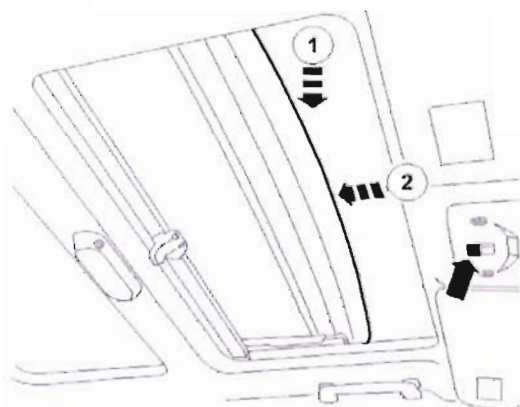
E100482

Figure 10



E100485

Figure 11



E100486



RECALL P009 REPAIR PROCEDURE

4. Install the panel glass guide locator and install Torx screw and tighten to **2.5Nm +/- 0.25Nm (1.8 lbf-ft +/- 0.18lbf-ft)**.
 - Repeat for the opposite side.



CAUTION: Ensure the net deflector folds protrude rearwards when closing the roof opening panel glass. The net deflector is set to fold up in one direction. If it is reversed, the folds can protrude forwards and can get trapped between the seal and the glass, and could provide a water leak path.

5. Close the roof opening panel glass.

VERIFYING ROOF OPENING PANEL OPERATION

1. Manually initialize the roof opening panel motor:
 - Switch the ignition 'ON'.
 - Raise the roof opening panel glass to the full-tilt position.
 - Release the switch.
 - Press and hold the front leading edge of the switch.
 - After 20 seconds, the roof opening panel glass will:
 - Stall in the tilt mode (causing a noise).
 - Perform a full open / close cycle.



NOTE: Do not release the switch until the roof opening panel glass has completed the stall and open / close cycle.

- Release the switch.



NOTE: One-touch close is inoperable from the tilt position.

- The roof panel will now operate: one-touch open (tilt and full-open) and one-touch close (from the full-open position).

2. Open the roof opening panel glass.



CAUTION: The lower side panel cover must be inboard of the upper side panel. If not installed correctly, it can result in the roof opening panel not closing and potentially break the side panel.



CAUTION: When installing the side panel ensure that the front body header is not scratched.

3. Install the side panels.
4. Close the roof opening panel glass.
5. Close the roof opening panel blind.
6. Carry-out a full roof opening panel operation to check for noises, etc.



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.