



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	X	Technician	
Service Manager	X		

Bulletin: SRE09-02
Section: RECALL
Date: 07 JULY 2009
Model: Range Rover (LM)
VIN Range: Specific VINs - see list
Applicable to: USA
Attachments: Technical Q & A,
Affected VIN List

Subject: Notification of Safety RECALL P018

Land Rover North America has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2009 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted to the NHTSA web site.

U.S. Federal regulations require that Retailers must be advised of this Recall notification within three (3) working days after government notification.

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 \$6,000 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover Retailers in the United States that any new affected vehicles may not be delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

Approximately 40 (forty) 2009 model year Land Rover Range Rover vehicles in the USA are affected.

Range Rover (LM) VIN: 9A305420 - 9A306550

DESCRIPTION OF DEFECT

A potential concern has been identified with the installation of the front windshield. During the installation process it was identified that primer, applied by an automated glazing robot, was not being dispensed onto the glass. This omission can lead to the chemical bonding between the primer and the Polyurethane (PU) adhesive not being activated and therefore the windshield not chemically bonded to the vehicle. Where the windshield is not chemically bonded, water ingress might occur and there may be reports of increased wind noise. In extreme cases, full windshield retention may not be achieved in the event of an air-bag deployment or during a vehicle crash which increases the risk of injury in the event of a crash.

AFFECT ON VEHICLE OPERATION

Where the windshield has not received primer and is not chemically bonded, water ingress might occur and there may be reports of increased wind noise. In extreme cases, where there is no chemical bond between the windshield glass and the Polyurethane (PU) adhesive, full windshield retention may not be achieved in the event of an airbag deployment or during a vehicle crash.

SERVICE PROGRAM

Retailers will be instructed to remove the rear tailgate trim and perform a visual inspection on the rear tailgate glass for a witness mark to indicate the presence of primer. If a witness mark is present, primer application for all direct glazed glass is assured and no further action is required. If the witness mark is not present, the front windshield will be removed from the vehicle. The vehicle body windshield aperture and the windshield glass will be solvent cleaned. The vehicle body windshield aperture and windshield glass will be primed with the appropriate primer / activators. A continuous bead of sealant will be applied to the windshield and the windshield re-fixed to the vehicle. The vehicle will be left to allow the sealant to fully cure prior to being returned to the customer. This process is the existing service repair procedure. No further action is required for any other direct glazed panels as the bonding achieved is sufficient to provide the required level of structural integrity and glass retention. If the front windshield is damaged upon removal, it is to be replaced.

There will be no charge to vehicle owners for this inspection and possible repair.

Retailers are advised that the use of vehicles within 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. Please consult your own legal counsel if you have questions in this regard.

STATUS CHECKING / VEHICLE IDENTIFICATION

Retailer must check the disposition of any vehicle by using the Land Rover DDW system vehicle history screen. In order to prevent repair duplication, always verify the status of a Recall using DDW prior to carrying out any repair.

PARTS SUPPLY

CMB500880	Windshield - Infra-red	Qty: 1
LR010377	Windshield - Standard	Qty: 1
DCB500210PMD.....	Windshield molding - top finisher	Qty: 1
CES500020	Sealant	Qty: 1
IPN500050	Windshield outer A-post trim clips (if damaged)	Qty: 8 (maximum)
DYC000150.....	Windshield outer A-post trim clips inside door frame (if damaged)	Qty: 8 (maximum)
DYA000040	Grommet insert for DYC000150 (if damaged)	Qty: 8 (maximum)

WARRANTY INFORMATION



NOTE: Please check DDW to ensure that the vehicle is affected by this Recall prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected.



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 the Program Code 'P018' together with the Option Code 'X'. It will be necessary to enter the relevant SRO and, if necessary, the parts used. Where the windshield is installed as a sublet repair, please quote 'ZZZ001' as the Sundry Code and claim the sublet invoice value. In the case of sublet repairs, please follow the required Warranty policy found in the *Warranty Policies & Procedures Manual* (InfoTrail). The drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Program Code	Option Code	Description	SRO	Time (hours)
P018	X	Rear windshield bonding inspection only (vehicle OK)	05.10.10	0.10
P018	X	Check rear windshield and replace front windshield	76.81.01	3.40
P018	X	Drive in / Drive out	02.02.02	0.20

Normal warranty policy and procedures apply.



RECALL P018 Technical Q & A

Main Message:

A concern has been identified on a limited number of 2009 Model Year Range Rover (LM) vehicles built in April and May 2009

The affected vehicles windshield may not be chemically bonded to the Polyurethane (PU) adhesive. Where the windscreen is not chemically bonded, water ingress might occur and there may be reports of increased wind noise. In extreme cases, where there is no chemical bond between the screen glass and the PU adhesive, full windscreen retention may not be achieved in the event of a crash of sufficient severity to deploy the front airbags.

Q1 Why is Land Rover recalling certain Range Rover models?

A Land Rover is conducting a voluntary recall on affected vehicles to ensure that the front windscreen is correctly bonded.

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

A During the manufacturing process the windscreen glass is coated with a primer/activator around the periphery of the direct glazed glass to ensure chemical bonding of the glass to the PU windscreen adhesive. On some vehicles the primer/activator has not been applied correctly and the windshield may not be chemically bonded to the vehicle. This means that full windscreen retention may not be achieved in the event of a crash of sufficient severity to deploy the front airbags.

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

A Initially the driver may experience water leaks or wind noise due to the windscreen not being chemically bonded.

Q4 Does this recall affect vehicle safety?

A In the event of a vehicle being involved in a crash of sufficient severity to require front air bag deployment, windshield retention may not be achieved following the deployment of a front air bag which increases the risk of injury.

Q5 Has Land Rover received many complaints?

A Land Rover has received no complaints for this concern; it was detected during the manufacturing process.

Q6 Have there been any accidents or injuries?

A There have been no reported accidents or injuries associated with this concern.

Q7 How was the condition discovered?

A This condition was identified by a manufacturing team member during the vehicle assembly process.

Q8 How long has Land Rover known about this problem?

A This concern was reported on the 5th May 2009 by the manufacturing Team Leader within the assembly plant.

Q9 Is the problem connected with the bonding of the windscreen affecting 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 We have no concerns with the reliability of the bonding of the windscreen if it is bonded correctly. This action is being taken by Land Rover to ensure that the windshield manufacturing process provided the correct process from windshield bonding and to assure compliance C/FMVSS 212 Windshield Mounting.

Q10 What has Land Rover done in production?

A The Manufacturing process has been reviewed and changes implemented to ensure correct primer/activator application prior to screen fitment.



RECALL P018 Technical Q & A

Q11 What will authorized repairers do to the vehicles?

A Vehicles will be inspected for application of PU primer/activator on the rear tailgate glass. Where primer/activator is present no further action will be taken as primer application for all direct glazed glass is assured. Vehicles where no primer/activator is present will have the front windscreen removed and re-fitted or, if necessary, replaced in line with existing service repair procedures. No other glass replacement is required should no primer be detected on the rear tailgate glass.

Q12 Which vehicles are affected by this recall?

A Specific vehicles within the in the VIN range 9A305421 - 9A306546 built in April and May 2009 are affected.

Q13 Are other Land Rover models affected by these actions?

A No other models are affected by this concern.

Q14 Are parts available to rework vehicles?

A Yes all parts are available for the 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 Range Rover vehicle 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.

Q17 How long does it take for the car to be 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 three and a half hours to complete. Naturally, due to Retailer schedules, vehicles may be required for longer.

Q18 Can I continue to drive my Range Rover vehicle safely until it has been recalled?

A Customers should continue to drive their vehicles; should they identify any symptoms such as water leaks or excessive wind noise they should contact a Land Rover Approved repairer for further advice.

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



RECALL P018 Affected VIN List - USA

VIN	RETAILER CODE	RETAILER NAME
9A306052	0126	Dimmitt Land Rover
9A306030	0239	Land Rover Asheville
9A306036	0239	Land Rover Asheville
9A305915	0234	Land Rover Austin
9A305699	0159	Land Rover Cherry Hill
9A306055	0290	Land Rover Columbia
9A306103	0290	Land Rover Columbia
9A305786	0136	Land Rover Dallas
9A305701	0232	Land Rover Farmington Hills
9A305726	0122	Land Rover Glen Cove
9A305992	0122	Land Rover Glen Cove
9A306010	0201	Land Rover Greenville
9A306031	0285	Land Rover Larchmont/New Rochelle
9A306053	0282	Land Rover Manhattan
9A306509	0313	Land Rover Mission Viejo
9A305575	0148	Land Rover Monmouth
9A306059	0131	Land Rover North Dade
9A305634	0115	Land Rover Palm Beach
9A305655	0115	Land Rover Palm Beach

VIN	RETAILER CODE	RETAILER NAME
9A305443	0110	Land Rover Paramus
9A305675	0110	Land Rover Paramus
9A305864	0110	Land Rover Paramus
9A305883	0110	Land Rover Paramus
9A305964	0110	Land Rover Paramus
9A305981	0110	Land Rover Paramus
9A306042	0110	Land Rover Paramus
9A306016	0121	Land Rover Parsippany
9A306028	0121	Land Rover Parsippany
9A306033	0121	Land Rover Parsippany
9A305451	0178	Land Rover Pasadena
9A305454	0284	Land Rover Roaring Fork
9A306023	0253	Land Rover South Dade
9A306062	0253	Land Rover South Dade
9A306091	0253	Land Rover South Dade
9A305430	0358	Land Rover Sudbury
9A305462	0296	Land Rover Tysons Corner
9A305913	0338	Land Rover Waukesha
9A305619	0171	Land Rover West Ashley
9A306507	0225	Land Rover Winnetka
9A305716	0111	Plaza Land Rover St. Louis