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By Recall Management Division at 2:07 pm, Apr 26, 2012

12E-010  
(7 pages)



April 24, 2012

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215)  
1200 New Jersey Ave, SE  
Washington DC, 20590

**Subject : NHTSA 12E010 (Land Rover Recall Number P024) – Equipment recall P024 rear driveshaft coupling part number TVF100010**

Dear Ms. Lewis:

Initial plans concerning parts supply and aftersales parts network indicated that the parts delivery requirements would be met and associated purchaser contact information would be sufficiently gathered to enable a customer mailing on or around the original notified date of April 23, 2012. However, due to unforeseen difficulties in obtaining all of the components as well as identifying the contact information for purchasers of the rear drive shaft couplings, customer notification will begin no later than May 4, 2012.

Attached is the amended detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report.

Please contact me for further information.

Sincerely,

John Kobylarz  
Automotive Safety Office  
Jaguar Land Rover North America, LLC

Attachment

Amended Safety Defect and Noncompliance Report for  
Equipment PART 573 Defect and Noncompliance Report

Date: April 24, 2012

This report serves as Jaguar Land Rover North America, LLC notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to motor vehicle safety exists in certain genuine Land Rover service parts - rear driveshaft couplings, Land Rover part number TVF100010. Land Rover's analysis of parts procurement has concluded that this defect may exist in genuine Land Rover service parts supplied from April 2011 through to February 2012.

**I. Manufacturer, Designated Agent, and Other Chain of Distribution Information**

**Manufacturer's corporate name:**

Land Rover  
Banbury Road  
Gaydon  
Warwickshire  
England  
CV35 0R

**Equipment's brand or trademark name owner:**

Land Rover

**Affiliated U.S. Importing Company:**

Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard  
Mahwah, New Jersey, 07430

**If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):**

Country of Origin of parts: United Kingdom

Rear drive shaft coupling component manufacturer

BJ Seals Limited,  
Mayphil Industrial Estate  
Goatmill Road  
Merthyr Tydfil

Wales  
CF48 3TF  
United Kingdom

Name, address, and phone number for the person to whom inquiries about this report should be directed:

Mr. Brian Jones  
BJ Seals Limited,  
Mayphil Industrial Estate  
Goatmill Road  
Merthyr Tydfil  
Wales  
CF48 3TF  
United Kingdom  
Telephone +44 1455 825347

Manufacturer's assigned campaign number: Land Rover assigned campaign number is P024.

**II. Identification of the Recall Population and Its Size**

**Complete the tables below for each item of equipment subject to this notification. Additional tables may be necessary where there are more than three items subject to a notification.**

**Type of equipment:**

Rear driveshaft coupling

**Part / Model number:**

TVF100010

**Size and function (where applicable):**

Not Applicable

**Inclusive dates of manufacture (month and year):**

April 2011 through to November 2011.

**Other information necessary to describe this equipment:**

Suspect parts do not have any physical identification markings on the part, parts packaging labels contain a batch code FA8FB identifying parts not manufactured to engineering specification.

Known good parts can be identified with the markings 'GKN' and "Made in Germany" molded in the part.

**Total number of these items of equipment:**

180 genuine Land Rover service parts have been shipped to the market during the affected period which may be manufactured away from engineering specification.

**Provide the following information as to all the items of equipment (“the recall population”) identified above:**

**Grand total number of items of equipment in the recall population:**

180 genuine Land Rover service parts available for use on the following vehicle lines:

Discovery - Model Years 1995 to 1999  
Discovery 2 - Model Years 1999 to 2004  
Range Rover Classic - Model Year 1995

**The percentage of the recall population you estimate actually contain the defect or noncompliance:**

Unknown.

**Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):**

Investigations identified that the Land Rover Parts organization and Parts logistics partner Caterpillar had resourced component supply to a company, BJ Seals Limited, from April 2011 through to November 2011. From November 2011 manufacture of rear drive shaft couplings by BJ Seals Limited was suspended and the original equipment manufacturer GKN driveline was requested to re-start production of the part. Land Rover has taken the decision to base the recall period from April 2011 through to February 2012 to reflect parts in transportation.

**Describe how the recall population is different from any similar items of equipment not subject to this notification:**

Parts supplied by BJ Seals may have not been manufactured to the released engineering design specification. The rear driveshaft coupling is subject to torque reversals during normal driving situations and a rear driveshaft coupling that is not manufactured to the required engineering design may exhibit the onset of joint separation very early in the components life, which will lead to increased levels of drive line vibration. If this increased vibration warning sign is ignored, catastrophic failure of the drive coupling can result. When a drive coupling that is not engineered to the desired specification suffers catastrophic failure the driveshaft may detach from the vehicle while in motion resulting in loss of drive and loss of transmission Park functionality which could result in an increased risk of crash or injury.

### **III. Description of the Defect or Noncompliance and Chronology of Events**

**Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.**

In late January 2012, Land Rover received a report of a very early life catastrophic failure of a genuine Land Rover service parts rear driveshaft coupling after it had been installed on a Land Rover Discovery vehicle. The report received identified that the rear driveshaft had detached from the vehicle while in motion.

In early February 2012 Land Rover's Critical Concerns Review Group (CCRG) investigated the reported issue and identified that the supply of the rear driveshaft coupling for genuine Land Rover service parts was resourced to a company called BJ Seals from the original supplier GKN Driveline in April 2011. The CCRG further identified that the parts supplied by BJ Seals may not have been manufactured to the released engineering design condition.

The Land Rover aftersales network was notified to identify and quarantine any genuine Land Rover service parts rear drive shaft couplings in stock with the batch code FA8FB on February 14, 2012 to prevent sales of parts that may have been manufactured away from engineering specification.

The rear driveshaft coupling is subject to torque reversals during normal driving situations and a rear driveshaft coupling that is not manufactured to the required engineering design may exhibit the onset of joint separation very early in the components life, which will lead to increased levels of drive line vibration. If this increased vibration warning sign is ignored, catastrophic failure of the drive coupling can result. The prop shaft in the reported case detached from the vehicle while in motion.

The investigation was progressed to the Land Rover Technical Review Group (TRG) in March 2012 where the full failure mode and the scope of vehicle population that may have been fitted with the BJ Seals sourced parts were reviewed. The TRG recommended the issue be progressed to the Field Review committee (FRC).

The FRC was convened March 7, 2012 and concluded that the concern represented an unreasonable risk to safety due to the effect on vehicle operation of loss of drive and loss of transmission Park functionality which could result in an increased risk of crash or injury. The FRC instructed that a voluntarily safety recall be conducted in the markets where parts that may not have been manufactured to the correct engineering design specification had been distributed.

There have been no reports of accidents or injuries as a result of this concern.

#### **IV. The Remedy Program and Its Schedule**

**Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.**

Recall Action will be carried out to replace the BJ Seals manufactured parts with GKN parts that meet the required engineering design specification.

There will be no charge to owners for this repair.

There are no plans for offering reimbursement as any parts subject to failure will have been replaced under parts warranty.

Jaguar Land Rover North America, LLC will communicate with the dealer network in the US market to identify purchasers of genuine Land Rover parts rear drive shaft couplings that may need replacing. Contact details ascertained will be used by Jaguar Land Rover North America, LLC for direct mailing the identified purchasers to instigate replacement of parts with known good parts.

Jaguar Land Rover North America, LLC will consider further means of identifying purchasers of genuine Land Rover parts rear drive shaft couplings that may need replacing based upon the response rate achieved during the direct mailing activity outlined above, such as use of the most appropriate media to further communicate to potential purchasers of such items.

**Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.**

Jaguar Land Rover North America, LLC will communicate with the dealer network in the US market on or before March 19, 2012 regarding identifying purchasers of genuine Land Rover parts rear drive shaft couplings that may need replacing. Contact details ascertained will be used by Jaguar Land Rover North America, LLC for direct mailing the identified purchasers to instigate replacement of parts with known good parts.

Jaguar Land Rover North America, LLC expects to commence direct mailing of purchasers of genuine Land Rover parts rear drive shaft couplings that may need replacing to begin no later than May 4, 2012.

Jaguar Land Rover North America, LLC will consider further means of identifying purchasers of genuine Land Rover parts rear drive shaft couplings that may need replacing based upon the response rate achieved during the direct mailing activity outlined above, such as use of the most appropriate media to further communicate to potential purchasers of such items.

**Describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

Parts manufactured by BJ Seals have no distinguishing marking but known good parts manufactured by original equipment supplier GKN have 'GKN' and 'Made in Germany' molded into the part

Land Rover has assigned recall number P024 to this action.