



Safety Recall P029 (NHTSA# 12V563): Rear Brake Caliper Bolt Torque

SERVICE
BULLETIN

20-DEC-12 | No.: SRE12-06 | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES SRE12-05

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2012 model year Land Rover LR2 and Range Rover Evoque vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States 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 \$6,000.00 per vehicle.

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

AFFECTED VEHICLES

A total of 26 2012 model year LR2 and 44 2012 model year Range Rover Evoque vehicles within the listed VIN range are affected in the USA.

- LR2 (L359): CH307897-CH307994
- Range Rover Evoque (L538): CH688094-CH688417

See the list of specific affected VINs.

DESCRIPTION OF DEFECT

Drivers may report abnormal noise from the rear of the vehicle when driving or when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system. Should this warning be ignored one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle and impact with the rotating road wheel leading to loss of function of a brake circuit and potential sudden deflation of the associated wheel and tire assembly. Loss of a brake circuit's function or sudden deflation of a tire will lead to an increased risk of a vehicle crash.

AFFECT ON VEHICLE OPERATION

A concern has been identified where customers may report abnormal brake noise from the rear of the vehicle while driving or when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system. Should this warning be ignored one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle and impact with the rotating road wheel which may lead to the loss of function of a brake circuit and potential sudden deflation of the wheel and tire assembly. Loss of a brake circuit's function or sudden deflation of a tire will lead to an increased risk of a vehicle crash.

ACTION TO BE TAKEN

Retailers must use DDW system vehicle inquiry screen to check for all affected vehicles within the VIN range that are in their control for 'P029' eligibility and refrain from releasing these vehicles for new or used vehicle sale pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners. Owner notification is expected to commence in early-January 2013.

△ **NOTE:** Retailers are advised that the use of vehicles within the affected VIN list as **Sales Demonstrator or Service 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

Retailers must check the disposition of any vehicle by using the Land Rover DDW system vehicle inquiry screen.

SERVICE PROGRAM

Refer to Technical Bulletin P029, *Safety Recall: Rear Brake Caliper Bolt Torque*, for complete repair information.

PARTS SUPPLY

PART No.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
LR000098	Bolt - M12 X 30 (LR2)	1	1
LR027133	Bolt - M12 X 20 (Range Rover Evoque)	1	1

* - when ordering parts, please order the expected percentage failure rate of parts identified only.

CLAIM REIMBURSEMENT INFORMATION

△ **NOTE:** Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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 must be submitted quoting Program Code '**P029**' together with relevant Option Code. The Option Code(s) containing the drive in / drive out allowance may 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)	PART No.	QTY./ VALUE
P029	A	Check caliper bolt torque - no further action	05.10.10	0.10	-	-
P029	K	Check caliper bolt torque - no further action Drive in/drive out	05.10.10 02.02.02	0.10 0.20	- -	-
P029	B	Check caliper bolt torque and replace bolts if required - LR2	05.10.10	0.10	LR000098	1
P029	C	Check caliper bolt torque and replace bolts if required - LR2 Drive in/drive out	05.10.10 02.02.02	0.10 0.20	LR000098 -	1 -
P029	D	Check caliper bolt torque and replace bolts if required - Range Rover Evoque	05.10.10	0.10	LR027133	1 -
P029	E	Check caliper bolt torque and replace bolts if required - Range Rover Evoque Drive in/drive out	05.10.10 02.02.02	0.10 0.20	LR027133 -	1 -

Normal Warranty policies and procedures apply

CUSTOMER RE-IMBURSEMENT PROCESS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Field Service Action claim has been paid / accepted.

Claims should be submitted quoting Program Code '**P029**' and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim should be submitted using Option Code '**X**' and entering the cost to be reimbursed against the sundry code of 'OTHER'. All costs should be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P029 are included in this process. Only one (1) claim per vehicle for related damages will be accepted.

Safety Recall P028 – Affected VIN List

RETAILER CODE / NAME	VIN	RETAILER CODE / NAME	VIN
0111 Plaza Land Rover St. Louis	CH688094	0291 Land Rover Seattle	CH688255
0111 Plaza Land Rover St. Louis	CH688095	0291 Land Rover Seattle	CH688282
0112 Cole European	CH688409	0291 Land Rover Seattle	CH688285
0112 Cole European	CH688417	0291 Land Rover Seattle	CH688295
0121 Land Rover Parsippany	CH307897	0291 Land Rover Seattle	CH688319
0156 Land Rover Hunt Valley	CH688118	0291 Land Rover Seattle	CH688360
0174 Scott Motor Company	CH688283	0292 Land Rover Bellevue	CH307898
0192 British Motor Car Distributors, Ltd.	CH307930	0292 Land Rover Bellevue	CH307907
0192 British Motor Car Distributors, Ltd.	CH307936	0292 Land Rover Bellevue	CH307916
0192 British Motor Car Distributors, Ltd.	CH307937	0292 Land Rover Bellevue	CH307919
0192 British Motor Car Distributors, Ltd.	CH307938	0292 Land Rover Bellevue	CH307994
0192 British Motor Car Distributors, Ltd.	CH307945	0304 Land Rover Tacoma	CH688192
0192 British Motor Car Distributors, Ltd.	CH307952	0306 Land Rover Livermore	CH688413
0192 British Motor Car Distributors, Ltd.	CH307953	0307 Land Rover Monterey	CH688271
0225 Land Rover Winnetka	CH688131	0307 Land Rover Monterey	CH688279
0229 Land Rover Thousand Oaks	CH307920	0307 Land Rover Monterey	CH688375
0229 Land Rover Thousand Oaks	CH307927	0314 Land Rover Newport Beach	CH307910
0229 Land Rover Thousand Oaks	CH307932	0314 Land Rover Newport Beach	CH307912
0237 Land Rover Huntington	CH688167	0314 Land Rover Newport Beach	CH307924
0247 Land Rover Centerville	CH307929	0322 Land Rover Honolulu	CH307908
0261 Land Rover Redwood City	CH307913	0322 Land Rover Honolulu	CH307943
0261 Land Rover Redwood City	CH307928	0332 Royal Land Rover Tucson	CH307900
0266 Land Rover Anaheim Hills	CH688176	0342 Land Rover Fort Lauderdale	CH307934
0266 Land Rover Anaheim Hills	CH688200	0355 Land Rover North Hills	CH688132
0266 Land Rover Anaheim Hills	CH688339	0355 Land Rover North Hills	CH688156
0271 Land Rover Tulsa	CH688099	0355 Land Rover North Hills	CH688158
0271 Land Rover Tulsa	CH688108	0372 Land Rover Spokane	CH688273
0271 Land Rover Tulsa	CH688114	0374 Land Rover Carlsbad	CH688153
0271 Land Rover Tulsa	CH688115	0374 Land Rover Carlsbad	CH688213
0271 Land Rover Tulsa	CH688125	0374 Land Rover Carlsbad	CH688215
0271 Land Rover Tulsa	CH688181	0374 Land Rover Carlsbad	CH688245
0278 Land Rover Rocklin	CH688408	0374 Land Rover Carlsbad	CH688358
0285 Land Rover Larchmont/New Rochelle	CH688155	0374 Land Rover Carlsbad	CH688359
0285 Land Rover Larchmont/New Rochelle	CH688175		
0287 Hornburg Land Rover Los Angeles	CH688367		
0287 Hornburg Land Rover Los Angeles	CH688376		
0287 Hornburg Land Rover Los Angeles	CH688407		

Safety Recall P029 – Sample Owner Letter

December 2012

RE: Safety Recall P029 – Rear Brake Caliper Bolt Torque

Vehicles Affected: Land Rover LR2, Range Rover Evoque

Model Year: 2012

National Highway Traffic Safety Administration Recall Number: 12V563

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 which relates to motor vehicle safety exists in some 2012 model year Land Rover LR2 and Range Rover Evoque vehicles. Your vehicle is included in this recall action.

What is the concern?

A concern has been identified where customers may report abnormal brake noise from the rear of the vehicle while driving or when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system. Should this warning be ignored, one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle and impact with the rotating road wheel which may lead to the loss of function of a brake circuit and potential sudden deflation of the wheel and tire assembly. Loss of a brake circuit's function or sudden deflation of a tire will lead to an increased risk of a vehicle crash.

What will Land Rover and your Land Rover retailer do?

Land Rover is carrying out a voluntary recall of the vehicles mentioned above. An authorized Land Rover retailer will check the rear brake caliper bolt torque and replace the bolts if required. There will be no charge for this repair.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 15 minutes (depending on vehicle condition), although your retailer may need your vehicle for a longer time due to service scheduling requirements.

What should you do?

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have Safety Recall P029 performed on your vehicle.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Moved or no longer own a Range 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 Information Change Form enclosed.

What should you do if you have previously paid to repair this issue?

If you have already paid for this concern prior to the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430

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

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this Recall program.

Sincerely,



Peter Pochapsky
Customer Relationship Manager

Main Message:

Land Rover has identified an issue relating the torque applied to certain rear brake caliper mounting bolts on certain 2012 model year Land Rover LR2 and Range Rover Evoque vehicles. The brake caliper mounting bolts on a number of vehicles may not have had the correct torque value applied during the manufacturing process.

Q1 Why is Land Rover recalling certain LR2 and Range Rover Evoque models?

A Customers may report abnormal brakes noise from the rear of the vehicle when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system. Should this warning be ignored one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle leading to loss of a brake circuit and potential sudden deflation of the associated wheel and tire.

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

A The torque applied to a limited number of brake caliper bolts may not have been correctly monitored during the assembly process. Under-tightened bolts can over time back out of the threaded hole and give rise to unusual knocking type noises when the service brake system is used. If the vehicle driver does not take action to seek dealer assistance the bolts can completely back out.

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

A Drivers may report abnormal noise from the rear of the vehicle when driving or when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system.

Q4 Does this recall affect vehicle safety?

A Yes. Should the warnings be ignored one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle and impact with the rotating road wheel leading to loss of function of a brake circuit and potential sudden deflation of the associated tire.

Q5 Has Land Rover received many complaints?

A Land Rover has received four dealer reports for this issue.

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 issue was identified from dealer field reporting.

Q8 How long has Land Rover known about this problem?

A Land Rover first identified a pattern of a defect in mid-September 2012.

Q9 Is the problem connected with the brake caliper bolt torque causing you to have any concerns regarding the safety and reliability of Land Rover LR2 and Range Rover Evoque vehicles?

A Land Rover has no concerns with the safety and reliability of Land Rover LR2 or Range Rover Evoque vehicles.

Q10 What has Land Rover done in production?

A Revised manufacturing equipment maintenance processes have been introduced to ensure that brake caliper mounting bolts are always torqued correctly during the manufacturing process.

Q11 What will authorized repairers do to the vehicles?

A Owners will be notified and instructed to take their vehicle to a Land Rover approved repairer to have their vehicle inspected and the brake caliper mounting bolts torque over checked.

Q12 Which vehicles are affected by this recall?

A Land Rover LR2 vehicles in the Vehicle Identification Number (VIN) range CH307869 to CH308040 and Range Rover Evoque vehicles in the VIN range CH687967 to CH688422.

Q13 Are other Land Rover models affected by this action?

A No other Land Rover vehicles are affected by this action.

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 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 15 minutes. Naturally, due to dealer schedules, vehicles may be required for longer.

Q17 Can I continue to drive my vehicle safely until it has been recalled?

A If owners become aware of any abnormal noise during the application of the service brake they should contact a Land Rover approved repairer as soon as possible for further guidance.

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover North America Public Relationship office.