

# SERVICE BULLETIN



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

No.: SRE12-01  
Section: Recall  
Date: 19 MAR 2012  
Model: 1995 - 1999MY Discovery (LJ),  
1999 - 2004MY Discovery II (LT),  
1995MY Range Rover (LH)  
Market: USA

*Subject:* Notification of Safety Recall P024 (NHTSA # 12E010)

**Jaguar Land Rover North America, LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving a certain genuine Land Rover service part – rear driveshaft coupling; part number TVF100010 – manufactured from April 2011 through November 2011. This part can be used to replace parts on 1995-1999 model year Land Rover Discovery, 1999-2004 model year Land Rover Discovery II, and 1995 model year Land Rover Range Rover 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.**

**This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States and Puerto Rico that any affected service parts that fail to comply with a Federal Motor Vehicle Safety Standard or contain a defect that relates to motor vehicle safety may not be sold or delivered for customer use.**

## AFFECTED PARTS

A total of 180 genuine Land Rover service parts (part number TVF100010) which were manufactured away from engineering specification have been shipped to the United States and Federalized Territories.

## DESCRIPTION OF DEFECT

A concern has been identified involving certain genuine Land Rover service parts rear driveshaft couplings (part number TVF100010) supplied to Land Rover retailers that did not meet engineering design specification.

## AFFECT ON VEHICLE OPERATION

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 specification 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 occur. 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.

## SERVICE PROGRAM

Authorized repairers will be required to replace the rear driveshaft coupling with a coupling manufactured to the required design specification. There will be no charge to purchasers of these parts for this recall action.

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

## **ACTION TO BE TAKEN**

Retailer Parts personnel must immediately inspect their current inventory of part number TVF100010 (as detailed in Parts ALERT PA12GI-02) and:

1. Check packaging label; if Vendor / Supplier Code is 'FA8FB', the component must be quarantined and must not be sold / utilized to affect vehicle repairs.
2. Check the component against the attached photo to further determine a 'good' / 'no good' condition, In the event of a 'no good' determination, the component must be quarantined and must not be sold / utilized to affect vehicle repairs.
3. In the event of a 'no good' determination in either step 1 or 2, the component must be immediately returned using return code 'ZRTN 020 – Faulty Material Number'.

A further communication will be sent to those retailers which have purchased this genuine Land Rover service part between April 2011 and February 2012 with instructions on identifying all relevant parts sales. This will enable direct mailing contact to be made for the replacement of parts which may not be manufactured to engineering specifications.

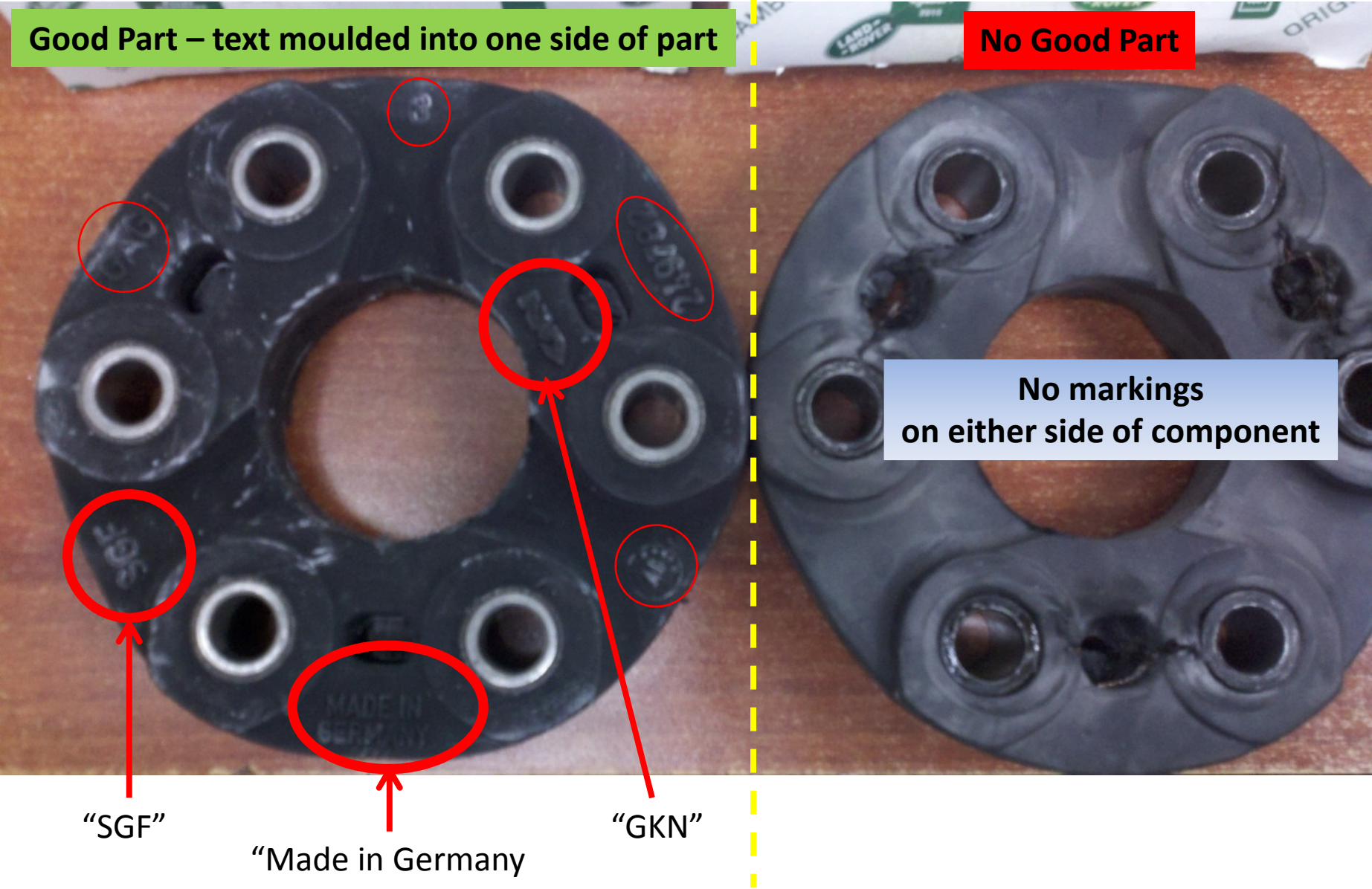
A Technical Bulletin will be issued to detail any repairs necessary to vehicles that contain a defective part.

Thank you for your cooperation in this matter. Land Rover apologizes for any inconvenience this may cause.

TVF100010 (1H2Z- 7123-AA)

Good Part – text moulded into one side of part

No Good Part



“SGF”

“Made in Germany”

“GKN”

No markings  
on either side of component