



SERVICE BULLETIN

Safety Recall P040: Rear Suspension Right-Hand Link Arm-to-Knuckle Fixings

11-APR-14 | No.: SRE14-03 | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES SRE14-01

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving certain 2014 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to the proposed Safety 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 \$7,000.00 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 two (2) 2014 model year Land Rover Range Rover Evoque vehicles are affected in the USA. The VINs and retailers of affected vehicles are:

- EH868007 Land Rover Monmouth (R0148)
- EH869937 Land Rover Dallas (R0136)

DESCRIPTION OF DEFECT

An issue has been identified on a limited number (two [2]) of 2014 model year Land Rover Range Rover Evoque (L538) vehicles within the listed VIN range where the rear suspension right-hand link arm-to-knuckle fixings may have been deformed (elongated) during the automated assembly process. When subjected to normal use loading, one or both of the fixings may fracture. The driver may report a knocking noise from the rear of the vehicle when driving.

EFFECT ON VEHICLE OPERATION

Where one or both of the suspension link arm fixings fracture, vehicle stability may be compromised, the Stability Control System (SCS) may not be able to control the lateral vehicle motion, and in this condition there is an increased risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Refer to Technical Bulletin P040NAS, *Safety Recall: Rear Suspension Right-Hand Link Arm-to-Knuckle Fixings*, for complete repair details. There will be no charge to owners for this repair.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code 'P040' and **HOLD** all affected new vehicles in your control and withhold them from onward distribution 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.

Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

PARTS


DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Nut	FY114056	2	100
Bolt	LR002577	2	100
Washer	LR023452	2	100

 **NOTE:** * when ordering parts, order only the expected percentage demand of parts identified

TOOLS

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY

 **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time. 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 '**P040**' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
P040	B	Remove & replace rear toe link fixings	64.15.89.31	0.4	LR002577	2
					LR023452	2
					FY114056	2
P040	C	Remove & replace rear toe link fixings	64.15.89.31	0.4	LR002577	2
					LR023452	2
					FY114056	2
		Drive in/drive out	02.02.02	0.2	-	-

 **NOTE:** normal Warranty policies and procedures apply.

Safety Recall P040: Sample Owner Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALVXXXXXXXXXXXXXXXXX

April 2014

Non-Compliance Recall P040 – Rear Suspension Right-Hand Link Arm-to-Knuckle Fixings

Vehicle Affected: Range Rover Evoque

Model Year: 2014

Dear Range Rover Evoque 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 certain 2014 model year Land Rover Range Rover Evoque vehicles. Your vehicle is included in this Recall action.

What is the concern?

A limited number of 2014 model year Range Rover Evoque vehicles may have rear suspension right-hand link arm-to-knuckle fixings which may have been deformed (elongated) during the automated assembly process. When subjected to normal use loading, one or both of the fixings may fracture. Where one or both of the suspension link arm fixings fracture, vehicle stability may be compromised, the Stability Control System (SCS) may not be able to control the sideways vehicle motion and in this condition there is an increased risk of a crash. The driver may report a knocking noise from the rear of the vehicle when driving.

What will Land Rover and your Land Rover Retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will rear suspension right-hand front and rear link arm-to-knuckles bolts, nuts, and washers. There will be no charge for this repair.

What should you do?

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have program P040 completed on your vehicle.

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 45 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please forward this recall notification to the lessee within TEN days.

Moved or no longer own a Land 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 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 email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

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 Experience Manager

Safety Recall P040: Technical Q & A

Main Message: A concern has been identified where rear suspension right-hand link arm-to-knuckle fixings may have been deformed (elongated) during the automated assembly process. When subjected to normal use loading one or both of the fixings may fracture. Drivers may report a knocking noise from the rear of the vehicle. Where one or both of the suspension link arm fixings fracture vehicle stability may be compromised and the Stability Control System (SCS) may not be able to control the lateral vehicle motion.

Q 1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q 2 Why is Jaguar Land Rover Limited recalling certain vehicles?

A Jaguar Land Rover is conducting a voluntary safety recall involving certain 2014MY Range Rover Evoque vehicles. A concern has been identified where rear suspension right-hand link arm-to-knuckle fixings may have been deformed (elongated) during the automated assembly process. When subjected to normal use loading one or both of the fixings may fracture. Where one or both of the suspension link arm fixings fracture vehicle stability may be compromised and the Stability Control System (SCS) may not be able to control the lateral vehicle motion and in this condition there is an increased risk of a crash.

Q 3 Can you tell me more about what is wrong with the vehicles?

A Engineering investigations concluded that the failure mode of elongation is typical of over torque resulting in tensile fracture. The bolt specification is correct, this defect has occurred as a result of over torque only. The joint was retained by a reduced cross section of the bolt. Subsequent additional loading in service has resulted in a fracture of the bolt.

Q 4 How would the customer become aware of potentially having this concern?

A The driver may report abnormal knocking noise from the rear of the vehicle when driving. This noise warns the driver that there is an issue with the vehicle's suspension system.

Q 5 Does this concern affect vehicle safety?

A Should this warning be ignored, where one or both of the suspension link arm fixings fracture vehicle stability may be compromised. The Stability Control System (SCS) may not be able to control the lateral vehicle motion and in this condition there is an increased risk of a crash.

Q 6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received four field reports of this issue.

Q 7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is not aware of any accidents, injuries or fires which have been attributed to this issue.

Q 8 How was the condition discovered?

A Jaguar Land Rover received two field reports in January 2014 where the rear suspension link arm-to-knuckle fixings were missing. A further 2 field reports were received in March 2014.

Q 9 How long has Jaguar Land Rover known about this problem?

A The issue was first reported in January 2014, the detailed investigation concluded on 21 March 2014 where the consequences of this condition were fully realized and a safety recall initiated.

- Q 10** Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered.
- A** We have no concerns with the overall reliability of the vehicle. Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q 11** What has Jaguar Land Rover done in production?
- A** The manufacturing process has been revised to ensure that the automated assembly system from which this condition arose clearly indicates where the process has not met the required engineering specification, manual over checks and if required rework is completed.
- Q 12** What will Authorized Repairers do to the vehicles?
- A** Authorized repairers will remove and replace both right hand side rear suspension link arm-to-knuckle fixings and torque up to the correct specification.
- Q 13** Which vehicles are affected by this recall?
- A** Certain 2014 Model Year Range Rover Evoque vehicles manufactured at Land Rover's Solihull and Halewood (UK) manufacturing plants within the following VIN ranges and dates are potentially effected:
Range Rover Evoque: SALVA2BG4EHLV856654 – SALVA2AE7EHLV880754 November 2013 – January 2014
- Q 14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models are known to be affected by this condition, other than those listed on this document.
- Q 15** Are parts available to rework vehicles?
- A** Yes, parts are available to rework these vehicles.
- Q 16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q 17** How do I know if my vehicle is affected?
- A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Authorized repairer for the work to be carried out.
- Q 18** How long does it take for the vehicle 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.
- Q 19** Can I continue to drive my vehicle safely until it has been recalled?
- A** Customers are advised to contact a Land Rover Authorized repairer should they have any concerns regarding their vehicles.

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