



ABOVE & BEYOND

SAFETY RECALL P054 PARTS INFORMATION

PARTS ALERT

21-APR-15

NO.: PA15RE-01

SECTION: RECALL

MARKET: CAN / USA

Service Recall Action P054 is a recall affecting a large number of vehicles – 2006 to 2012MY Range Rover vehicles. Total Parts supply for this campaign is planned to be delivered over the next several months. As such, it is important that Land Rover and its Retailers work closely together to deliver this campaign as efficiently as possible. The purpose of this communication is to provide additional Parts information around this campaign to help us best deliver and close this Action and to ensure adequate parts supply is for critical customer concerns during this interim period.

- Due to the limited parts availability an interim action under Technical Bulletin P054NAS has been issued to provide an inspection process applicable to only customer owned vehicles and to support customers whose brake hoses manifest the deterioration mentioned below and who may have concerns over the safety of their vehicle.
- Parts replacement is necessary if these parts fail vehicle inspection – i.e. that deterioration (evidenced by a bubble or blister on the surface of the hose) is discovered. In this case both front brake hoses must be replaced in pairs. Where no evidence of deterioration is found, the vehicle may be returned to the owner in the interim and the vehicle may continue to be used as normal until the parts are sufficiently stocked.
- Orders for parts today should be focused on customer car repairs which fail inspection until there are sufficient stocks to complete proactive repairs to every vehicle affected by this recall.
- There are two brake hose part numbers that can now be ordered for this interim action. The original Recall Action part LR0408085 is currently in process of being superseded to LR075628. Both parts satisfy repair requirements for this campaign.
- Parts orders for brake hoses (2) can be placed on-line either on VOR or Stock orders with the VIN of the effected vehicle in the 'Customer Material' line for part number LR075628. These orders are being reviewed and released daily by Land Rover Parts Operations - no email is required.
- It is critical that warranty claims for these repairs be submitted on a timely basis by Retailers to help us best manage this Action and bring it to completion as soon as possible.

Frequently Asked Questions:

Why are parts supplies for this campaign limited at this time?

This is a global campaign affecting 195,000 + vehicles requiring substantial volumes of repair parts. The Company is doing everything that it can to procure full requirements. Current supply schedules reflect that fuller volumes of stock will be available in the period of June and July. This is why it is important for us to closely manage this campaign together, including processing timely warranty claims related to this repair.

When will customer / owner letters begin to be issued?

Based on the current parts schedules the anticipated mailing of customer letters regarding fulfilment of the recall repair will begin in June to customers with older vehicles and conclude by August. These customer follow-up letters will be issued in phases commensurate with available parts supply to support this campaign. This is why it is important that all current repairs should be focused on customer cars today.

Who do I call if I have any questions regarding this campaign or orders?

Questions should be directed to the Land Rover Logistics Help Line (1-888-577-8577 option 1, option 2) or Mr David Woods, Land Rover Parts DFS & Technical Supervisor, who is helping manage this campaign (201-818-8345).