



ABOVE & BEYOND

SAFETY RECALL P055 (NHTSA # 15V-069): 3.0L V6 CONNECTING ROD BOLTS INCORRECT TORQUE USED

SERVICE BULLETIN

24-FEB-15 | NO.: SRE15-07 | SECTION: RECALL | MARKET: USA

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 one (1) 2015 model year Land Rover LR4 and one (1) 2015 model year Land Rover Range Rover Sport vehicle 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.

THIS BULLETIN UPDATE SRE15-03

AFFECTED VEHICLES

A total of two (2) vehicles are affected. The VINs of the affected vehicles are:

- LR4 (L319) [REDACTED]
- Range Rover Sport (L494) [REDACTED]

DESCRIPTION OF DEFECT

A concern has been identified with the 3.0L V6 supercharged engines fitted to one (1) Land Rover LR4 and one (1) Land Rover Range Rover Sport vehicle. Engines have securing bolts which fix the big end bearing caps onto the engine connecting rod not torqued to the correct specification.

Vehicles with engines in this condition will exhibit unusual knocking noises from the engine compartment after a short period of use. If these noises are ignored, the big end bearing cap could detach from the connecting rod and the engine could seize and cut out. Once the engine has cut out, the brake vacuum reservoir will be depleted after 2-3 brake pedal depressions and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Hydraulic Power Steering will also be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional with increased steering effort required.

EFFECT ON VEHICLE OPERATION

Engine cut out with minimal warning could potentially cause a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who will replace the engine. There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 2 April 2015.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (P055) prior to undertaking any rework action.

Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for new 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.

Refer to Technical Bulletin P055NAS, *Safety Recall: 3.0L V6 Connecting Rod Bolts Incorrect Torque Used*, for detailed repair instructions.

Retailers are advised that the use of affected vehicles 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	MODEL	PART NO. / SUNDRY CODE	QTY. / VALUE
Engine assembly	All	LR062423	1
Bolt	All	LR038661	4
Gasket	All	LR010793	2
Gasket	All	LR010800	3
Gasket	All	LR049370	2
Gasket	All	LR048165	1
Gasket	All	LR041681	2
Fuel line	All	LR065487	1
O ring Kit	All	LR037089	6
O ring	All	LR048472	2
O ring	All	LR030593	2
Manifold gasket	All	LR041680	1
Exhaust manifold bolts	All	LR034008	12
Seal	All	LR012685	1
Bolt	L319	QYG500100	1
Bolt	L319	KYG500015	10
Washer	L319	LR020213	2

Right side exhaust manifold gasket	L319	LR052348	1
Left side exhaust manifold gasket	L319	LR052347	1
O ring	L319	LR031797	2
O ring	L319	LR002719	1
O ring	L319	LR002720	2
O ring	L319	LR001924	2
O ring	L319	LR002721	1
O ring	L319	LR023116	1
O ring	L319	JUU500010	2
Bolt	L494	QYG500090	1
Bolt	L494	TYG500141	6
Bolt	L494	TYG500130	4
Right side exhaust manifold gasket	L494	LR041648	1
Left side exhaust manifold gasket	L494	LR041649	1
O ring	L494	LR044466	2
O ring	L494	LR054871	2
O ring	L494	LR049457	2
Miscellaneous	All	ZZZ999*	US\$405.00 (£250.00)

* - an allowance equivalent approximately US\$405.00 (£250.00) has been provided to cover costs of engine oil and any other fluid/air conditioning (A/C) gas lost during the engine removal process.

Engine coolant, etc., is to be re-used, but some loss is to be expected during process.

TOOLS

Refer to the Technical Bulletin noted above for any required tools

WARRANTY

NOTE: check DDW to ensure that a 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 'P055' together with Option Code 'X'. It is also necessary to quote the relevant SRO, Parts, and Miscellaneous expense codes shown in the Parts table. The SRO

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.

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.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
P055	X	Stripped engine - remove engine, change over ancillary equipment and refit - LR4	12.41.02	13.4
P055	X	Stripped engine - remove engine, change over ancillary equipment and refit - Range Rover Sport	12.41.02	20.7
P055	X	Drive in/drive out	02.02.02	0.20

NOTE: an allowance equivalent approximately US\$405.00 (£250.00) has been provided to cover costs of engine oil and any other fluid/air conditioning (A/C) gas lost during the engine removal process. Engine coolant, etc., is to be re-used, but some loss is to be expected during process.

Normal Warranty policies and procedures apply

SAFETY RECALL P055: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

April 2014

RE: Safety Recall P055 – 3.0L V6 Connecting Rod Bolts Incorrect Torque Used

Vehicle Affected: LR4, Range Rover Sport

Model Year: 2015

National Highway Traffic Safety Administration Recall Number: 15V-069

Dear 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 2015 model year LR4 and Range Rover Sport vehicles. Your vehicle is included in this Recall action.

What is the concern?

The engine fitted to your vehicle may have securing bolts which fix the big end bearing caps onto the engine connecting rod not torqued to the correct specification.

Vehicles with engines in this condition will exhibit unusual knocking noises from the engine compartment after a short period of use. If these noises are ignored, the big end bearing cap could detach from the connecting rod and the engine could seize and cut out. Once the engine has cut out, the brake vacuum reservoir will be depleted after 2-3 brake pedal depressions and the vehicle will lose brake power assistance; however, foundation brakes continue to operate. Hydraulic Power Steering will also be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional with increased steering effort required.

Engine cut out with minimal warning could potentially cause a crash.

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 replace the engine in your vehicle. There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code P055.

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 21 hours to complete, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

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 Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

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 Centre at 1-800-637-6837, 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.landrovrusa.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 Centre
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 1-888-327-236 (TTY: 1-800-424-9153), 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. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochorsky
Customer Experience Manager

SAFETY RECALL P055: TECHNICAL Q & A

Main Message: A concern has been identified with the 3.0L V6 supercharged engines fitted to one (1) Land Rover LR4 and one (1) Range Rover Sport vehicle. Engines may have securing bolts which fix the big end bearing caps onto the engine connecting rod not being torqued to the correct specification.

Vehicles with engines in this condition will exhibit unusual knocking noises from the engine bay after a short period of use. If these noises are ignored, the big end bearing cap could detach from the connecting rod and the engine could seize and the vehicle cut out. Once the vehicle has cut out, the brake vacuum reservoir will be depleted after 2-3 brake pedal applications and the vehicle will lose brake power assistance, however foundation brakes continue to operate. Power steering will also be lost once the vehicle speed drops below the torque converter speed threshold; however, the vehicle steering will remain functional with increased steering effort required. The vehicle engine cannot be re-started.

Q1 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.

Q2 Why is Jaguar Land Rover Limited recalling certain Land Rover vehicles?

A Plant reports relating to engine failure experienced during post build road test were received. Investigations revealed that a very small number of engines had been incorrectly manufactured.

Q3 Can you tell me more about what is wrong with the vehicles?

A The connecting rod fixing process has been automated. Engines were released erroneously even though the production control process and systems recognized that the torque applied to the connecting rod fixings was incorrect, the system did not divert the engine assembly for investigation. The connecting rod fixing failures reported from the vehicle assembly plant were confirmed as being low torque applied to certain connecting rod bolts.

Q4 How would the customer become aware of potentially having this concern?

A Should this condition exist, customers may report an unusual knocking noise from the engine. It is possible that customers may experience complete engine failure which may be preceded by a loud knocking noise.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover is conducting this as a Safety Recall due to the effects this conditions can have on the operation of affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A To date, Jaguar Land Rover has received no external reports to date for this issue.

Q7 Have there been any accidents or injuries?

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

Q8 How was the condition discovered?

A The condition was highlighted through internal plant quality reports.

Q9 How long has Jaguar Land Rover known about this problem?

A This issue was first identified in January 2015.

Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q11 What has Jaguar Land Rover done in production?

A The production control processes and systems employed at the engine assembly plant have been corrected to ensure any errors detected lead to an affected engine unit being diverted.

Q12 What is the repair for this issue?

A Authorized repairers will replace the engine of affected vehicles.

Q13 Which vehicles are affected by this recall?

A Certain vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants with the following VINs are potentially affected.

- LR4 (L319) SALAG2V6XFA745942
- Range Rover Sport (L494) SALWR2VF3FA602430

Q14 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.

Q15 Are parts available to rework vehicles?

A Yes, the necessary parts are available for authorized Land Rover repairers to conduct this repair.

Q16 How much will the recall cost Jaguar Land Rover?

A Cost was not a factor in deciding to recall these vehicles.

Q17 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 Land Rover authorized repairer for the work to be carried out.

Q18 How long does it take for the vehicle to be inspected and repaired?

A Work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. The work is expected to take 21 hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Customers are advised to contact an Authorized Land Rover 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.