



ABOVE & BEYOND

SERVICE BULLETIN

NOTIFICATION OF SAFETY RECALL P056 (NHTSA# 15V-092): VEHICLE WHEEL NUT QUALITY

18-FEB-15 | NO.: SRE15-04 | 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 certain 2015 model year Land Rover LR4, Range Rover Sport, and 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.

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.

Note: Safety Recall P056 supersedes Update Prior to Sale UPS0915-5b with immediate effect.

AFFECTED VEHICLES

A total of 28 vehicles are affected.

The VIN ranges of affected vehicles are:

- LR4 (L319) SALAK2V[REDACTED]-SALAG2V62[REDACTED] (select vehicles within the VIN range only)
Range Rover Sport (L494) SALWR2VF[REDACTED]-SALWR2VF[REDACTED] (select vehicles within the VIN ranges only)
Range Rover (L405) SALGS2T[REDACTED]-SALGS2TF3[REDACTED] (select vehicles within the VIN ranges only)

NOTE: only those vehicles listed below require repairs to be performed at retailers. Additional affected cars are being repaired in Ports of Entry. Ports will submit their own claims on the additional population to clear the open recall and DDW flag.

Refer to AFFECTED RETAILER NUMBER AND NAME / VINS below for a list of affected vehicles.

DESCRIPTION OF DEFECT

A concern has been identified where the wheel nuts fitted to certain 2015 model year Land Rover LR4, Range Rover Sport, and Range Rover vehicles may not be to the correct specification.

Wheel nuts installed on the affected vehicles may have been manufactured from raw material where the Ultimate Tensile Strength (UTS) is lower than that required. In this condition some wheel nuts may crack and detach from the wheel hub stud when subjected to shock loading.

EFFECT ON VEHICLE OPERATION

In the event of there being two (2) or more wheel nuts fitted to a wheel hub where the UTS is lower than required, and the wheel hub is subjected to shock loading, the remaining wheel nuts may not be sufficiently strong to secure the wheel to the wheel hub.

Wheels may therefore detach, leading to loss of vehicle control which increases the risk of a vehicle crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover dealer who will replace the vehicle's non-locking wheel nuts with nuts to the correct material specification. Locking and black wheel nuts are not affected by this concern.

For those vehicles received with port installed locking wheel nuts, all 20 factory-installed wheel nuts must be replaced, including the 4 supplied loose inside the vehicle.

Refer to Technical Bulletin P056NAS, *Safety Recall: Vehicle Wheel Nut Quality*, for complete repair details.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 17 April 2015.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure that the vehicle is affected by Program Code 'P056' and to HOLD only *affected* new vehicles that are 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

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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Wheel nut	RRD500510	20	100

Refer to Parts ALERT PA15PI-03 (11-FEB-15) which required retailers to return all existing stock of wheel nut part number RRD500510 with a date code of '9a5' or 'Ea5'.

Only bright finish wheel nuts are affected; black and locking wheel nuts are not affected.

TOOLS

Refer to the Technical Bulletin noted above for any required special tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

NOTE: only those vehicles listed below require repairs to be performed at retailers. Additional affected cars are being repaired in Ports of Entry. Ports will submit their own claims on the additional population to clear the open recall and DDW flag.

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 'P056' together with the relevant Option Code from the table. SRO and parts information is 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.

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)	PART No. / SUNDRY CODE	QTY. / VALUE
P056	D	Replace wheel nuts	05.10.30	0.30	RRD500510	20
P056	E	Replace wheel nuts	05.10.30	0.30	RRD500510	20
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply

AFFECTED RETAILER NUMBER AND NAME / VINS

0121 Land Rover Parsippany	FA758236
0121 Land Rover Parsippany	FA214159
0131 Land Rover North Dade	FA212195
0148 Land Rover Monmouth	FA755907
0157 Land Rover Indianapolis	FA516768
0157 Land Rover Indianapolis	FA516829
0169 Land Rover West Chester	FA756511
0191 Land Rover Merriam	FA755559
0191 Land Rover Merriam	FA213865
0212 Land Rover Main Line	FA757324
0224 Land Rover Scarborough	FA756488
0226 Land Rover Buffalo	FA755802
0255 Land Rover Hanover	FA755853
0255 Land Rover Hanover	FA757002
0277 Land Rover Milford	FA755236
0285 Land Rover Larchmont/New Rochelle	FA516914
0286 Land Rover Mt. Kisco	FA516717
0305 Land Rover Baton Rouge	FA516493

0320 Land Rover West Columbia	FA757353
0343 Land Rover Lakeside	FA757255
0354 Land Rover Monroeville	FA757367
0355 Land Rover North Hills	FA214358
0357 Land Rover Bethesda	FA758295
0369 Land Rover Edison	FA213902
0396 Land Rover Manhattan	FA213907
0396 Land Rover Manhattan	FA214917
0602 Land Rover Huntington	FA756281
0603 Land Rover Glen Cove	FA757440

SAFETY RECALL P056: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

April 2014

RE: Safety Recall P056 – Vehicle Wheel Nut Quality

Vehicle Affected: LR4, Range Rover Sport, Range Rover

Model Year: 2015

National Highway Traffic Safety Administration Recall Number: 15V-092

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

What is the concern?

Wheel nuts installed on the affected vehicles may have been manufactured from raw material where the Ultimate Tensile Strength (UTS) is lower than that required. In this condition some wheel nuts may crack and detach from the wheel hub stud when subjected to shock loading.

In the event of there being two (2) or more wheel nuts fitted to a wheel hub where the UTS is lower than required, and the wheel hub is subjected to shock loading, the remaining wheel nuts may not be sufficiently strong to secure the wheel to the wheel hub.

Wheels may therefore detach, leading to loss of vehicle control which increases the risk of a vehicle 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 all the non-locking wheel nuts on 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 P056. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

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 30 minutes, 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.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 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 1-888-327-4236 (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 Pochapsky
Customer Experience Manager

SAFETY RECALL P056: TECHNICAL Q&A

Main Message: A concern has been identified where the wheel nuts fitted to certain 2015 model year Land Rover LR4, Range Rover Sport, and Range Rover vehicles may not be to the correct specification.

Wheel nuts installed on the affected vehicles may have been manufactured from raw material where the Ultimate Tensile Strength (UTS) is lower than that required. In this condition some wheel nuts may crack and detach from the wheel hub stud when subjected to shock loading.

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 Wheel nuts installed on the affected vehicles may have been manufactured from raw material where the Ultimate Tensile Strength (UTS) is lower than that required. In this condition some wheel nuts may crack and detach from the wheel hub stud when subjected to shock loading.

In the event of there being two (2) or more wheel nuts fitted to a wheel hub where the UTS is lower than required, and the wheel hub is subjected to shock loading, the remaining wheel nuts may not be sufficiently strong to secure the wheel to the wheel hub.

Wheels may therefore detach, leading to loss of vehicle control which increases the risk of a vehicle crash.

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

A Investigations following plant reports of wheel nuts cracking revealed that the nuts were failing by either the thread stripping or by fracturing near the fillet radius. Detailed analysis of the production assembly process and material of the bright metal wheel nuts revealed there was a material specification error where the ultimate tensile strength of the raw material was below the required limit.

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

A Customers may note one or more wheel nuts missing or protruding out from the wheel hub further than others.

Q5 Does this concern affect vehicle safety?

A There is a risk that should two (2) or more wheel nuts fracture, the affected road wheel may come adrift which could lead to loss of vehicle control.

Q6 Has Jaguar Land Rover Limited received many complaints?

A This matter was found through in-plant quality reports.

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 This matter was found through in-plant quality reports.

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

A This issue was first known in the third week of 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 Nuts from the suspect period have been quarantined and replaced with nuts from a known good source of raw material where the ultimate tensile strength is to the required specification.

Q12 What is the repair for this issue?

A Retailers will replace the bright metal wheel nuts with wheel nuts to the correct material specification. Locking and black wheel nuts are not affected by this concern.

Q13 Which vehicles are affected by this recall?

A Certain vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants within the following VIN ranges and dates are potentially affected.

LR4 (L319) SALAK [REDACTED] -SALAG [REDACTED]
(select vehicles within the VIN range only)

Range Rover Sport (L494) SALWR2VF [REDACTED] -SALWR2VFC [REDACTED]
(select vehicles within the VIN ranges only)

Range Rover (L405) SALGS2TF [REDACTED] -SALGS2TF [REDACTED]
(select vehicles within the VIN ranges only)

Only vehicles specified with bright metal wheel nuts are affected; Jaguar Land Rover-approved accessories locking wheel nuts and Stealth Pack specification vehicles (with black wheel nuts) are not affected by this condition

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 Jaguar 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 30 minutes. 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.*