



ABOVE & BEYOND

SAFETY RECALL P054 (NHTSA# 15V-039): FRONT BRAKE HOSE DURABILITY – UPDATE

SERVICE BULLETIN

20-JUL-15

NO.: SRE15-08
(issue 2)

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 2006–2012 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Non-Compliance 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 UPDATES SRE15-02

AFFECTED VEHICLES

A total of 74,648 vehicles are affected.

The VIN range of affected vehicles is SALME15466A198146-SALMF1E44CA393638.

DESCRIPTION OF DEFECT

A potential issue has been identified with the brake hoses installed on 2006–2012 model year Range Rover (L322) vehicles. Customers may experience a loss of brake fluid as a result of rupturing of one or both of the front brake hoses. This may result in the loss of the front brake circuit. The vehicle braking system is a dual circuit system: one system operates the front braking circuit and the other system operates the rear braking circuit.

EFFECT ON VEHICLE OPERATION

A vehicle exhibiting sudden loss of brake fluid will illuminate a red warning triangle on the instrument cluster while displaying the words 'check brake fluid'. The driver should not drive the vehicle but seek qualified assistance and recovery to a Land Rover retailer. Loss of fluid will also result in failure of the front braking circuit. Braking capability will be retained by the rear brake circuit, pedal feel will be degraded, and pedal travel extended. Stopping distances will increase.

Loss of one of the hydraulic service braking system circuits could compromise vehicle braking and significantly increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

NOTE: a limited number of vehicles will have had their front brake hoses replaced as part of the original inspection process. These vehicles *only* do NOT need their front brake hoses replaced a second time and have been closed in this recall.

Owners of affected vehicles were previously offered a complimentary inspection of their vehicle's front brake hoses. In the event that front brake hose condition deterioration (evidenced by a bubble or blister on the surface of the hose) was discovered, retailers were instructed to replace both front brake hoses and the vehicle returned to the owner with no additional repair necessary. This action satisfied the Recall repair; these vehicles *only* do NOT need their front brake hoses replaced a second time.

If during the inspection no evidence of front brake hose condition deterioration was found and the front brake hoses were not replaced, the vehicle was returned to the owner to wait further notice that adequate parts supply had been sourced.

Owners whose vehicles have not had their front brake hoses replaced, whether due to no deterioration being found during the inspection or not having the inspection performed, will be notified a second time and instructed to take their vehicle to a Land Rover Retailer to have the front left and right brake hoses replaced with the latest specification.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of this second owner notification letters will begin on or before July 2015.

ACTION TO BE TAKEN

Check DDW to ensure that a vehicle is affected by this program (P054) 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 P054NAS, *Safety Recall: Front Brake Hose Durability*, for detailed inspection and 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

NOTE: both front brake hoses must be replaced.

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

An initial allocation of Brake Hoses, based on Service Park, will be sent to all Retailers at the same time customer letters will be mailed to ensure all retailers have a sufficient quantity on hand at the start of this campaign.

Brake Hoses will remain on Restricted Order status, VIN required, with a maximum number of two per order, to maintain parts flow throughout this campaign.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS*
Brake hose	LR075628	2	100
Brake fluid	ZZZ001	**\$6.20	100

** - an allowance has been provided to cover the cost of the brake fluid

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.

NOTE: both front brake hoses must be replaced.

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 '**P054**' 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
P054	D	Hoses – Front – Set - Renew	70.15.10	0.70	LR075628 ZZZ001	2 \$6.20
P054	E	Hoses – Front – Set - Renew	70.15.10	0.70	LR075628 ZZZ001	2 *\$6.20
		Drive in/drive out	02.02.02	0.20	-	-

* - an allowance equivalent approximately US\$6.48 (£4.00) has been provided to cover the cost of the brake fluid

Normal Warranty policies and procedures apply

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for the front brake hoses to be renewed for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once this Recall claim has been paid and accepted. Only repairs performed using approved Land Rover parts are eligible for reimbursement.

Claims should be submitted quoting program code '**P054**' and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim should be submitted using option code '**X**' as detailed below and entering the cost to be reimbursed against the sundry code of '**ZZZ999**'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
P054	X	Re-imburement to owner	N/A	ZZZ999	Retailer entered value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P054 are included in this process. Only one claim per vehicle for related damages will be accepted

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SAFETY RECALL P054: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXX

July 2015

RE: Safety Recall P054 – Front Brake Hose Durability

Vehicle Affected: Range Rover

Model Year: 2006–2012

National Highway Traffic Safety Administration Recall Number: 15V-039

Dear Range 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 determined that a defect which relates to motor vehicle safety exists in 2006–2012 model year Range Rover vehicles. Your vehicle is included in this Recall action.

You may have previously received a letter regarding this Recall. In the event your vehicle was recently inspected and the front brake hoses were replaced, your vehicle will not need to be inspected a second time and no further action is required. If, however, your vehicle was either not inspected or was inspected and the front brake hoses were not replaced, your vehicle will need to have its front brake hoses replaced at this time.

What is the concern?

A concern has been identified with front brake hoses installed on 2006–2012 model year Range Rover vehicles. Customers may experience a loss of brake fluid as a result of rupturing of one or both of the front brake hoses. This may result in the loss of the front brake circuit. The vehicle braking system is a dual circuit system: one system operates the front braking circuit and the other system operates the rear braking circuit.

Where substantial loss of brake fluid occurs, a red warning triangle will illuminate on the Instrument Cluster while displaying the words 'Check brake fluid'. The driver should not drive the vehicle but seek qualified roadside assistance and recovery to a Land Rover retailer. Loss of brake fluid will also result in failure of the front braking circuit. Braking capability will be retained by the rear brake circuit, pedal feel will be degraded and pedal travel extended. Stopping distances will increase, which increases the risk of crash.

What will Land Rover and your Land Rover retailer do?

Land Rover is carrying out a Recall of the vehicles mentioned above. The front brake hoses will be replaced with the latest specification.

There will be no charge for this repair.

What should you do?

Please contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the front brake hose replacement for Recall program code P054.

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 one hour to complete. Your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

What if I have previously paid for the front brake hoses to be replaced for this concern?

If you have already paid for the front brake hoses to be replaced for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover Retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Land Rover North America.

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 Relationship Centre Manager

Sample

SAFETY RECALL P054: TECHNICAL Q & A

Main Message: a concern has been identified with the front brake hoses installed on 2006–2012 model year Range Rover vehicles. Customers may experience a loss of brake fluid as a result of rupturing of one of the front brake hoses. This may result in the loss of the front brake circuit. The vehicle braking system is a dual circuit system: one system operates the front braking circuit and the other system operates the rear braking circuit.

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 vehicles for this issue?

A Brake fluid loss as a result of rupturing of one or both of the front brake hoses may result in the loss of the front brake circuit.

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

A Loss of fluid will also result in failure of the front braking circuit. Braking capability will be retained by the rear brake circuit, pedal feel will be degraded and pedal travel extended. Stopping distances will increase.

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

A A vehicle exhibiting sudden loss of brake fluid will illuminate a red warning triangle on the Instrument Cluster while displaying the words 'Check brake fluid'. The driver should not drive the vehicle but seek qualified assistance and recovery to a Land Rover retailer.

Q5 Does this concern affect vehicle safety?

A Yes. Jaguar Land Rover has determined that this condition does pose a safety risk which is why a Safety Recall is being conducted.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of dealer field reports relating to brake fluid leaks from the front brake hoses.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is aware of one minor accident but no injuries or fires which have been attributed to this issue.

Q8 How was the further condition discovered?

A Jaguar Land Rover was alerted to this concern through quality data reporting systems..

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

A The realization of a pattern of brake fluid leaks was recognized in mid-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 This vehicle line is now out of production. Aftermarket parts are now sourced from a different supplier.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized Land Rover retailers will replace the front left and right brake hoses with the latest specification.

Q13 Which vehicles are affected by this recall?

A Certain Land Rover vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants within the following VIN range and dates are potentially effected:

- Range Rover (L322) SALME15466A198146-SALMF1E44CA393638
.....15 April 2005 - 4 September 2012

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, parts are currently available.

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 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 The work is expected to take approximately one hour to complete.

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

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.