



ABOVE & BEYOND

SERVICE BULLETIN

SAFETY RECALL P052 (NHTSA# 15V-042): VACUUM HOSE INCORRECTLY ROUTED – UPDATE

01-APR-15 | NO.: SRE15-06 (issue 3) | SECTION: RECALL | MARKET: USA

ISSUE '3' CHANGES ARE HIGHLIGHTED IN GRAY

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 2014-2015 model year Land Rover Range Rover Sport and 2013 and certain 2014 model year Land Rover 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.

THIS BULLETIN UPDATES SRE15-01

AFFECTED VEHICLES

A total of 29,311 vehicles are affected.

The VIN ranges of affected vehicles are:

- Range Rover Sport (L494) LW300003-LW343373
Range Rover Sport (L494) LW600007-LW617728
Range Rover (L405) LG100000-LG154799

DESCRIPTION OF DEFECT

A potential issue has been identified, on certain 2014-2015 model year Range Rover Sport (L494) and 2013 and certain 2014 model year Range Rover (L405) vehicles, with the vehicle assembly process where the installation instructions for the Brake Vacuum Hose did not correctly specify its routing.

EFFECT ON VEHICLE OPERATION

Incorrect routing of the brake vacuum hose can lead to a chafing condition, eventual rupture of the hose, and complete loss of vacuum assistance in the braking system. This condition will result in hard feel to the brake pedal. Vehicle braking distance may be increased, potentially causing a vehicle crash.

SERVICE PROGRAM/REWORK ACTION

NOTE: a number of 2013 model year Range Rover (L405) vehicles have a smaller diameter vacuum pipe system installed. The repair for these vehicles with a damaged hose will be different to other affected vehicles. Where damage is noted on a 2013 model year Range Rover (L405) vehicles at the inspection, the vehicle must NOT be

released to the customer nor driven. An updated Technical Bulletin will be released once complete parts and repair details are available.

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who will inspect the condition of the vacuum hose and, if no damage is evident, correctly route the vacuum hose. The technician will also set the double 'C' clip in the correct orientation and position. Where damage is noted, the hose will be replaced.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 13 March 2015.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (P052) 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 P052NAS, *Safety Recall: Vacuum Hose Incorrectly Routed*, 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

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
Vacuum hose	LR048194	1	1

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: Warranty claims for 2013MY Range Rover (L405) vehicles requiring a new vacuum hose (Option Codes 'F' or 'G') cannot be submitted at this time. Those vehicles which do not require a new hose may be claimed using Option Code 'B', 'C', 'D', or 'E' as noted in the table below. Updated Service and Technical Bulletins will be released once complete parts and repair details for these vehicles are available.

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 'P052' 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
P052	B	Remove/install air cleaner - RH; inspect vacuum pipe; no further action	19.10.04	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8	-	-
P052	C	Remove/install air cleaner - RH; inspect vacuum pipe; no further action Drive in/drive out	19.10.04 02.02.02	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8 0.20	- -	- -
P052	D	Remove/install air cleaner - RH Remove/install undershield Re-route original vacuum pipe	19.10.04 76.10.50 05.10.10	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8 0.30 0.10	- - -	- - -
P052	E	Remove/install air cleaner - RH Remove/install undershield Re-route original vacuum pipe Drive in/drive out	19.10.04 76.10.50 05.10.10 02.02.02	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8 0.30 0.10 0.20	- - - -	- - - -
P052	F	Remove/install air cleaner - RH Remove/install undershield Install new vacuum pipe	19.10.04 76.10.50 05.10.10	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8 0.30 0.10	- - LR048194	- - 1
P052	G	Remove/install air cleaner - RH Remove/install undershield Install new vacuum pipe Drive in/drive out	19.10.04 76.10.50 05.10.10 02.02.02	0.20 - 3.0L SC V6 / 5.0L SC V8 0.30 - 5.0L NA V8 0.30 0.10 0.20	- - LR048194 -	- - 1 -

Normal Warranty policies and procedures apply

RE-IMBURSEMENT FOR ALTERNATE TRANSPORTATION – 2013MY RANGE ROVER ONLY

Where a 2013 model year Range Rover (L405) vehicle is found to have a damaged vacuum hose, the vehicle must NOT be released to the customer nor driven.

Where alternative transport costs have been incurred, the retailer can claim for recovery of these costs by using the related damage procedure.

Supplementary claims for related damages can only be made once this Recall claim has been paid and accepted. As stated in Operations Bulletin OG15-75, a maximum of \$45.00 per day for alternate transportation will be provided. In addition, a \$25.00 pick-up / drop-off charge may be claimed if this service is provided.

Claims should be submitted quoting program code 'P052' and by clicking the 'Related Damage' radio button on the claim submission screen. The claim must 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 (\$)
P052	X	Re-imbusement of alternate transportation	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.

SAFETY RECALL P052: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

March 2015

RE: Safety Recall P052 – Vacuum Hose Incorrectly Routed

**Model Year / Vehicle Affected: 2014–2015 Range Rover Sport,
2013–2014 Range Rover**

National Highway Traffic Safety Administration Recall Number: 15V-042

Dear Range Rover Sport/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 decided that a defect which relates to motor vehicle safety exists in certain 2014-2015 model year Land Rover Range Rover Sport and certain 2013-2014 model year Range Rover vehicles. Your vehicle is included in this Recall action.

What is the concern?

Certain 2014–2015 model year Range Rover Sport (L494) and 2013 and certain 2014 model year Range Rover (L405) vehicles were manufactured with a vehicle assembly process where the installation instructions for the Brake Vacuum Hose did not correctly specify its routing.

Incorrect routing of the brake vacuum hose can lead to a chafing condition, eventual rupture of the hose, and complete loss of vacuum assistance in the braking system. This condition will result in hard feel to the brake pedal. Vehicle braking distance may be increased, potentially causing 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 inspect and, if necessary, replace the brake vacuum hose 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 P052.

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 (1) hour 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.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 P052: TECHNICAL Q & A

Main Message: certain 2014–2015 model year Range Rover Sport (L494) and 2013 and certain 2014 model year Range Rover (L405) vehicles were manufactured with a vehicle assembly process where the installation instructions for the Brake Vacuum Hose did not correctly specify its routing.

Incorrect routing of the brake vacuum hose can lead to a chafing condition, eventual rupture of the hose, and complete loss of vacuum assistance in the braking system. This condition will result in hard feel to the brake pedal. Vehicle braking distance may be increased, potentially causing a vehicle crash.

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 Incorrect routing of the brake vacuum hose can lead to a chafing condition, eventual rupture of the hose and complete loss of vacuum assistance in the braking system. This condition will result in hard feel when depressing the brake pedal. Vehicle braking distance may be increased.

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

A Loss of brake vacuum assistance was found to be as a result of chafing of the vacuum hose, which, due to incorrect routing, had come into contact with the auxiliary drive belt pulley and worn the vacuum hose through.

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

A Should this condition exist, customers would likely notice the brake pedal was hard and to stop their vehicle, greater effort is required.

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 some customer complaints relating to 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 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 incorrect brake vacuum hose routing 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 The vehicle assembly plant installation instructions have been updated to clearly explain the correct routing of the hose. In this instance there are two vehicle assembly facilities used. In the case of Range Rover Sport vehicles built from 18 August 2014 to 12 February 2015, the assembly instructions were not updated to reflect the correct condition and vehicles assembled to the incorrect condition.

Q12 What is the repair for this issue?

A Retailers will inspect the condition of the vacuum hose and if no damaged evident, correctly route the vacuum hose. The technician will also put the double 'C' clip in the correct orientation and position. Where damage is noted, the hose will be replaced.

Q13 Which vehicles are affected by this recall?

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

- Range Rover Sport (L494) LW300003-LW343373
- Range Rover Sport (L494) LW600007-LW617728
- Range Rover (L405) LG100000-LG154799

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 one (1) hour 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.