



ABOVE & BEYOND

SAFETY RECALL Q650 (NHTSA# 16V-889): LEFT HAND LOWER CONTROL ARM TO KNUCKLE JOINT OVER-TORQUED

SERVICE BULLETIN

03-FEB-17

NO.: SRE16-11
(ISSUE 2)

SEC.: RECALL

MKT.: 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 2016-2017 model year Land Rover Discovery Sport and Range Rover Evoque 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 \$21,000.00 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 SRE16-10;
ISSUE '2' CHANGES ARE HIGHLIGHTED IN BLUE**

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the Affected Vehicle Range where the front left suspension lower control arm-to-wheel knuckle fastener may fail due to a manufacturing process error.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year 2016-2017

VIN: SALCR2BG5GH626821-SALCR2BG1HH641625

Range Rover Evoque (L538)

Model Year 2016-2017

VIN: SALVP2BG4GH158935-SALVP2BG9HH175876

A total of 157 vehicles are potentially affected in the USA and Federalized Territories.

EFFECT ON VEHICLE OPERATION

Where the fastener has failed, the wheel knuckle could separate from the front suspension lower control arm, which could affect vehicle handling and increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Land Rover retailer who will replace the affected front suspension lower control arm-to-wheel knuckle fastener and apply the correct torque.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification will occur on or before 30 January 2017.

ACTION TO BE TAKEN

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

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the rework action. Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

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 Q650NAS, *SAFETY RECALL: Left Hand Lower Control Arm to Knuckle Joint Over-Torqued*, for detailed repair instructions.

PARTS

NOTE: order only the expected percentage demand of parts identified and in quantities to perform only immediate repairs.

Provide the VIN in the Customer Material Number field for all parts orders.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Bolt M12 x 130 - Range Rover Evoque (L538 - Coupe, 5-Door)	LR024506	1	100
Bolt M12 x 112 - Discovery Sport (L550); Range Rover Evoque Convertible (L538c)	LR024747	1	100
Hex Nut M12	FY112056	1	100
Brake Caliper Bolt M12 x 42	LR058339	2	100

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 the Program Code together with the relevant Option Code. The 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.

NOTE: check vehicle for program code Q651 eligibility. If eligible, perform and claim at the same time as this program.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Q650	B	Range Rover Evoque (L538; Coupe, 5-Door)	Lower Control Arm	60.90.25	0.40	LR024506	1
			Fastener - Left - Renew			FY112056	1
						LR058339	2
Q650	C	Range Rover Evoque (L538; Coupe, 5-Door)	Lower Control Arm	60.90.25	0.40	LR024506	1
			Fastener - left - Renew			FY112056	1
						LR058339	2
		Drive in/drive out	02.02.02	0.20	-	-	
Q650	D	Discovery Sport (L550); Range Rover Evoque Convertible (L538c)	Lower Control Arm	60.90.25	0.40	LR024747	1
			Fastener - Left - Renew			FY112056	1
						LR058339	2
Q650	E	Discovery Sport (L550); Range Rover Evoque Convertible (L538c)	Lower Control Arm	60.90.25	0.40	LR024747	1
			Fastener - Left - Renew			FY112056	1
						LR058339	2
		Drive in/drive out	02.02.02	0.20	-	-	

Normal Warranty policies and procedures apply.

SAFETY RECALL Q650/Q651: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

January 2017

SAFETY RECALL Q650: *Left Hand Lower Control Arm to Knuckle Joint Over-Torqued*
SAFETY RECALL Q651: *Right Hand Lower Control Arm to Knuckle Joint Over-Torqued*

Vehicles Affected:

Discovery Sport – Model Year 2016–2017
Range Rover Evoque – Model Year 2016–2017

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-889

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 North America has decided that a defect relating to motor vehicle safety exists in certain 2016–2017 model year Discovery Sport and Range Rover Evoque vehicles.

Your vehicle is included in one or both of these Safety Recalls.

What is the concern?

A concern has been identified where the front left suspension lower control arm-to-wheel knuckle and/or front right suspension lower control arm-to-wheel knuckle fastener may fail due to a manufacturing process error. Where a fastener has failed, a wheel knuckle could separate from the front suspension lower control arm which could affect vehicle handling and increase the risk of a crash.

What will Land Rover North America and your Land Rover retailer do?

Land Rover is carrying out two Safety Recalls of the vehicles noted above. An authorized Land Rover retailer will replace the components in question.

There will be no charge for this repair.

What should you do?

Please contact your authorized Land Rover retailer to make an appointment to have this work completed on your vehicle.

How long will it take to repair my vehicle?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 90 minutes to complete, although your retailer may need your vehicle for a longer period of time. Your retailer can provide you with a better estimate of the overall time for the service visit.

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 regarding this Recall Action or need assistance in locating your authorized Land Rover retailer, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9.

You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover North America 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 apologize for this issue and 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

SAFETY RECALL Q650: TECHNICAL Q & A

Main Message: on certain 2016–2017 Model Year Land Rover Discovery Sport and Range Rover Evoque vehicles, the front left suspension lower control arm-to-wheel knuckle fasteners have received more than two torque and angle applications during assembly. This could cause the fastener to yield, resulting in premature fatigue failure and possible separation of the lower control arm-to-wheel knuckle joint. Drivers may report a knocking noise from the front of the vehicle. Where the fastener has failed, and joint separation occurred, vehicle stability and steering control will be compromised. The driver and driver assistance systems may not be able to control the vehicle.

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 Where the fastener has failed, and joint separation occurred, vehicle stability and steering control will be compromised. The driver and driver assistance systems may not be able to control the vehicle.

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

A The Direct Current (DC) tool was incorrectly indicating no torque and angle achievement in error. When the DC tooling which controls the applied torque and angle indicates a failure to achieve either correct torque or angle post torque application, the tool should only permit one further torque and angle application. If the correct torque and angle is not achieved following the second application, the fastener should be removed and a new fastener used. If the fastener receives more than two torque and angle applications, the fastener can yield so resulting in premature fatigue failure and possible separation of the joint.

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

A The driver may notice a knocking noise from the front of the vehicle.

Q5 Does this concern affect vehicle safety?

A These vehicles are being recalled because of the risk of a safety defect.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a small number of customer complaints for this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any reports of accidents, injuries, or fires.

Q8 How was the further condition discovered?

A The condition was first discovered following field reports.

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

A This issue was first known in October 2016.

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 Work Element Sheet that details the assembly process and care points in the assembly plant has been updated to clearly instruct no more than one further attempt to apply torque and angle before replacing the fastener with a new part.

Q12 What will Authorized Repairers do to the vehicles?

A Authorized Repairers will replace the affected front suspension lower control arm-to-wheel knuckle fastener and apply the correct torque. Some vehicles require recall remedy actions to one side only; others to both sides of the vehicle. Two recall numbers (Q650 and Q651) have been allocated to differentiate those requiring left and/or right side.

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 are potentially effected:

Discovery Sport (L550): SALCR2BG5GH626821-SALCR2BG1HH641625

Range Rover Evoque (L538): SALVP2BG4GH158935-SALVP2BG9HH175876

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other Jaguar Land Rover vehicle lines are affected.

Q15 Are parts available to rework vehicles?

A The necessary parts are available for 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 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 and is expected to take no longer than 45 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

Q18 Can I continue to drive my vehicle safely until it has been recalled?

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.