



**SAFETY RECALL N074 (NHTSA# 17V490):
INCORRECT INSTALLATION OF HIGH PRESSURE
(HP) FUEL PUMP**

SERVICE BULLETIN

31-AUG-17

NO.: SRE17-10

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 on one (1) 2017 model year Land Rover Range Rover vehicle imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.

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 and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

THIS BULLETIN UPDATES SRE17-09

DESCRIPTION OF ISSUE

An issue has been identified on one (1) vehicle listed in the Affected Vehicle Range. One or both of the bolts used to attach the high pressure fuel pumps may be too long and not secure the high pressure fuel pump as required. During normal vehicle usage, vibration of the high pressure fuel pump can lead to a fracture of a brazed joint on the low pressure fuel input pipe. This can lead to a liquid fuel leak into the engine compartment.

AFFECTED VEHICLE RANGE

Range Rover (L405; V6 3.0L S/C petrol)
 Model Year: 2017
 VIN: [REDACTED]

EFFECT ON VEHICLE OPERATION

Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle. Should leaking fuel come into contact with a sufficiently hot surface there is an increased risk of fire.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will replace both high pressure fuel pumps and associated fuel lines. The bolts will be replaced with the correct specification parts.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 26 September 2017.

ACTION TO BE TAKEN

Jaguar Land Rover North America, LLC
 555 MacArthur Boulevard
 Mahwah, NJ 07430

Check DDW to ensure that the vehicle is affected by Program Code **'N074'** 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. 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.

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.

Refer to Technical Bulletin N074NAS, *SAFETY RECALL: Incorrect Installation of High Pressure (HP) Fuel Pump*, for detailed repair instructions.

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
High Pressure (HP) Fuel Pump	LR081595	2	100%
Acoustic Cover - Fuel Pump	LR082340	2	100%
HP Fuel Pipe	LR065487	1	100%
Low Pressure (LP) Fuel Pipe	LR068997	1	100%
Fuel Crossover Pipe	LR088579	1	100%
Fuel Pump Fixing	LR011270	4	100%
*Coolant and oil top up	*ZZZ001	\$31.25	100%
High Pressure (HP) Fuel Pump	LR081595	2	100%

* - an allowance (\$31.25 USD [or local equivalent]) has been provided to cover the cost of the coolant and oil. Claim using Sundry Code 'ZZZ001.

TOOLS

Refer to the Technical Bulletin referenced 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.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been 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)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N074	B	Fuel Pump - Vehicle Set - Fuel Pump and Fuel Rail Supply Pipes - Renew	19.45.89.29	4.1	LR081595	2
					LR082340	2
					LR065487	1
					LR068997	1
					LR088579	1
					LR011270	4
					*ZZZ001	*\$31.25
N074	C	Fuel Pump - Vehicle Set - Fuel Pump and Fuel Rail Supply Pipes - Renew	19.45.89.29	4.1	LR081595	2
					LR082340	2
					LR065487	1
					LR068997	1
					LR088579	1
					LR011270	4
					*ZZZ001	*\$31.25
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

* - an allowance (\$31.25 USD [or local equivalent]) has been provided to cover the cost of the coolant and oil. Claim using Sundry Code 'ZZZ001.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALGS2FV2HA354687

September 2017

SAFETY RECALL N074: Incorrect Installation of High Pressure (HP) Fuel Pumps

**Vehicle Affected: Land Rover Range Rover
Model Year: 2017**

National Highway Traffic Safety Administration (NHTSA) Recall Notice V490

Dear Land Rover 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 relating to motor vehicle safety exists in certain 2017 model year Land Rover Range Rover vehicles.

Your vehicle is included in this Recall action.

What is the concern?

One or both of the bolts used to attach the high pressure (HP) fuel pumps may be too long and not secure the HP fuel pumps as required. During normal vehicle use, vibration of the HP fuel pumps can lead to a fracture of a brazed joint on the low pressure (LP) fuel input pipe. This can lead to a liquid fuel leak into the engine bay.

Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle.

Should leaking fuel come into contact with a sufficiently hot surface there is an increased risk of fire.

What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall on the vehicles mentioned above. An authorized Land Rover retailer will replace both high pressure fuel pumps and associated fuel lines. The bolts will be replaced with the correct specification parts.

There will be no charge for this repair.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N074'**.

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 4.5 hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

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

If 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, with a large, or have additional questions regarding this Urgent Safety Recall, you may contact the National Highway Traffic Safety Administration (NHTSA) by writing 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 1-888-327-3636 (TTY: 1-800-24-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Land Rover appreciates your confidence in our products and we wish to do everything we can retain that confidence. 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

TECHNICAL Q & A: SAFETY RECALL N074

Main Message: An issue has been identified where one or both of the bolts used to attach the High Pressure (HP) fuel pumps may be too long and not secure the HP fuel pump as required. During normal vehicle usage, vibration of the HP fuel pump can lead to a fracture of a brazed joint on the Low Pressure (LP) fuel input pipe.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr
Vice President, Communications & Public Affairs
Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

Nathan Hoyt

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Jaguar Land Rover North America, LLC

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Office: +1-201-818-8316

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Q2 Why is Jaguar Land Rover recalling certain vehicles?

A These vehicles are being recalled because this defect, leaking fuel, should it come into contact with a sufficiently hot surface increases the risk of fire.

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

A It was identified that during the assembly of the High Pressure (HP) fuel pump, a mixed condition of bolts had been used for the HP fuel pump installation process. The correct length bolts for this application should be 25 mm, but some 30 mm length bolts were used. The 30mm bolts 'bottomed out' in the blind tapped hole and this led to the HP fuel pump not being secured properly.

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

A Fuel odor may be noticed by the driver and they may also observe liquid fuel underneath the vehicle.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover is conducting this as a Safety Recall.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received no external reports relating to this matter.

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 engine assembly plant observations.

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

A This issue was first investigated in June 2017.

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 Updated tool logic has been implemented to make sure that at the point of installation, detection of erroneous bolt use is flagged.

Q12 What will an authorized Land Rover retailers do to the vehicles?

A Authorized Land Rover retailers will replace both high pressure fuel pumps and associated fuel lines.

Q13 Which vehicles are affected by this recall?

A The following Land Rover vehicle is affected:
Range Rover (L405; V6 3.0L S/C petrol)
Model Year: 2017
VIN: SALGS2FV2HA354687

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

A Yes, this condition affects a very small number of Jaguar vehicles.

Q15 Are parts available to rework vehicles?

A Yes, the necessary parts are available for authorized Land Rover retailers 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 an authorized Land Rover retailer for the work to be carried out.

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

A 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 4.5 hours. 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 retailer should they have any concerns regarding their vehicles.