

SAFETY RECALL N138 (NHTSA 18V087):
UNDERHOOD PETROL FUEL LEAK



NAS18.09.008 | WORKSHOP

| USA

AFTERSALES BULLETIN
SEPTEMBER 13, 2018

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2018 model year Land Rover Discovery Sport, Range Rover Evoque, and Range Rover Velar vehicles 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 UPDATED SRE18-03 AND SRE18-06

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range for an underhood gasoline fuel leak. The brazing of the fuel rail end caps is inconsistent and may not provide the design condition, so not sealing the fuel rail ends. Fuel vapor and liquid fuel leaks can occur over time. This can lead to a liquid fuel leak into the engine bay.

AFFECTED VEHICLE RANGE

Discovery Sport (L550; Ingenium I4 2.0L Petrol)

Model Year: 2018

VIN: SALCR2RX4JH708388-SALCR2SX4JH748920

Range Rover Evoque (L538; Ingenium I4 2.0L Petrol)

Model Year: 2018

VIN: SALVC2RX1JH255258-SALVP2RX3JH296852

Range Rover Velar (L560; Ingenium I4 2.0L Petrol)

Model Year: 2018

VIN: SALYB2RX9JA700192-SALYM2RX8JA745540

A total of 8,211 vehicles are potentially involved in the USA and Federalized Territories. Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of 07 February 2018).

EFFECT ON VEHICLE OPERATION

A fuel odor may be noticed by the driver and they may also observe liquid fuel if the hood is lifted. 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 retailer who will replace the fuel rail. There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before 14 March 2018.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to ensure that the vehicle is affected by Program Code 'N138' 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N138NAS, *SAFETY RECALL: Underhood Petrol Fuel Leak*, for detailed repair instructions.

PARTS

NOTE: effective September 13, 2018, parts are no longer on restriction. Order only the expected percentage demand of parts identified or actual customer requirements as needed. These parts are not eligible for Parts Buyback returns.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Fuel rail	LR114169	1	100
Injector refit kit	LR105428	4	100

TOOLS

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

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system 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 the Jaguar Land Rover claims submission system 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*
N138	A	Fuel rail - Renew	19.60.04	0.9 - Discovery Sport (L550) 0.9 - Range Rover Evoque (L538) 0.8 - Range Rover Velar (L560)	LR114169 LR105428	1 4

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N138	B	Fuel rail - Renew	19.60.04	0.9 - Discovery Sport (L550)	LR114169	1
				0.9 - Range Rover Evoque (L538)	LR105428	4
				0.8 - Range Rover Velar (L560)		
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

SAFETY RECALL N138: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXXXXX

March 2018

SAFETY RECALL N138: Underhood Petrol Fuel Leak

**Vehicles Affected: Land Rover Discovery Sport, Range Rover Evoque, and Range Rover Velar
Model Year: 2018**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 18V087

Dear Land Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect relating to motor vehicle safety exists in certain 2018 model year Land Rover Discovery Sport, Range Rover Evoque, and Range Rover Velar vehicles equipped with the Ingenium I4 2.0L petrol engine.

Your vehicle is included in this Recall action.

What is the concern?

A manufacturing concern has been identified with engine mounted fuel rails installed on Ingenium I4 2.0L Petrol engines. Some fuel rails have not been manufactured correctly, with a risk of fuel vapor and liquid leaks occurring within the engine bay. A fuel odor may be noticed by the vehicle occupants and, if the hood is lifted, liquid fuel may be seen.

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 of the vehicles mentioned above. An authorized Land Rover retailer will replace the fuel rail. There will be no charge for this repair under this program.

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 **'N138'**.

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, 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 greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and 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,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Relationship Centre Manager

TECHNICAL Q & A: SAFETY RECALL N138

Main Message: A concern has been identified on certain 2018 Model Year Land Rover Discovery Sport, Range Rover Evoque, and Range Rover Velar vehicles, fitted with the INGENIUM I4 2.0L Petrol engine, for an underhood gasoline fuel leak. Liquid fuel may leak into the engine bay. Fuel odor may be noticed by the driver and they may also observe liquid fuel if the hood is raised.

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

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Jaguar Land Rover North America, LLC

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Q2 Why is Jaguar Land Rover recalling certain Jaguar 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 The brazing of the fuel rail end caps is inconsistent and may not provide the design condition, so not sealing the fuel rail ends. Fuel vapor and liquid fuel leaks can occur over time. This can lead to a liquid fuel leak into the engine bay.

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 if the hood is lifted.

Q5 Does this concern affect vehicle safety?

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

Q6 Has Jaguar Land Rover received many complaints?

A Jaguar Land Rover has a number of retailer/authorized repairer 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 retailer/authorized repairer field reports.

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

A This issue started to be investigated in late November 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 The component supplier has implemented a 100% parts internal inspection to confirm that brazing is complete as required inside the fuel rail.

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

A Authorized retailers will replace the fuel rail.

Q13 Which vehicles are affected by this recall in the USA?

A The following Land Rover vehicles are affected: 2018MY Discovery Sport, Range Rover Evoque, and Range Rover Velar manufactured between 26 April 2017 and 28 December 2017.

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

A Yes. This issue also affects the following Jaguar models: 2018MY E-PACE, F-PACE, F-TYPE XE, and XF manufactured between 5 December 2016 and 16 January 2018.

Q15 Are parts available to rework vehicles?

A Yes, the necessary parts will be available for authorized Land Rover retailers to conduct this repair. Expected timing for parts availability and repair publication is 13 March 2018.

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 Jaguar 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. The date for mailing is on or before 14 March 2018.
For Retailers - all affected vehicles are flagged in DDW against the Program Number 'N138'.

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 one (1) hour. Due to retailer schedules, vehicles may be required for longer.

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

A Jaguar Land Rover is not recommending customers stop driving their vehicles but should fuel odor be detected or a liquid fuel leak observed, customers should park their vehicle in a safe well ventilated location and contact their retailer.