



SAFETY RELATED RECALL

Global Recall Action
Number: N785

Subject: Engine Coolant Pipe and Elbow - Renew	Publication No.: N785
	Model: Range Rover Velar (LY)
	Model Year: 2021 - 2023
	Model: Range Rover Sport (LW)
	Model Year: 2018 - 2022
	Model: Range Rover (LG)
	Model Year: 2018 - 2022
	Model: Defender (LE)
	Model Year: 2021 - 2023
	Date of Issue: 09 May 2023

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers. Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on Ingenium I4 2.0L Petrol Plug-in Hybrid Electric Vehicle (PHEV) engines where the coolant pump drive belt can become damaged leading to detachment or destruction. Where coolant pump drive is lost, this leads to a loss of coolant flow in the engine. The lack of coolant flow can cause the engine to rapidly overheat, and subsequently ruptures an engine mounted plastic elbow in the cooling circuit.

If the coolant elbow is ruptured this leads to a coolant leak onto the turbocharger heatshield which may lead to a fire in the engine compartment which can propagate to the whole vehicle.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number:23V-221

Transport Canada (TC) reference number: 2023-189

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2019 to 2022 model year Range Rover and Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N785

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Model	Part Number/Sundry Code	Qty/£ value
Turbocharger coolant inlet pipe	All	LR174573	1
Engine coolant elbow	All	LR171244	1
Turbocharger coolant return pipe O-ring	All	LR123816	1
Loctite 243 thread lock (or equivalent)	Range Rover Range Rover Sport Defender	ZZZ001	£3.00
Engine coolant top up	All	ZZZ999	£5.00

SROs

Description	Model	SRO	Time
N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	Range Rover Velar	99.02.01.76	1.2
N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	Range Rover Range Rover Sport	99.02.01.76	1.7
N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	Defender	99.02.01.76	2.2
Drive in/drive out	All	02.02.02	0.2



NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIX to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N785 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Model	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
N785	A	Range Rover Velar	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	99.02.01.76	1.2	LR174573 LR171244 LR123816 ZZZ999	1 1 1 £5.00
N785	B	Range Rover Velar	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew Drive in/drive out	99.02.01.76 02.02.02	1.2 0.2	LR174573 LR171244 LR123816 ZZZ999	1 1 1 £5.00
N785	C	Range Rover Range Rover Sport	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	99.02.01.76	1.7	LR174573 LR171244 LR123816 ZZZ001 ZZZ999	1 1 1 £3.00 £5.00
N785	D	Range Rover Range Rover Sport	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew Drive in/drive out	99.02.01.76 02.02.02	1.7 0.2	LR174573 LR171244 LR123816 ZZZ001 ZZZ999	1 1 1 £3.00 £5.00
N785	E	Defender	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew	99.02.01.76	2.2	LR174573 LR171244 LR123816	1 1 1

Program Code	Option	Model	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
						ZZZ001 ZZZ999	£3.00 £5.00
N785	F	Defender	N785 - Turbocharger coolant inlet pipe and engine coolant elbow - Renew Drive in/drive out	99.02.01.76 02.02.02	2.2 0.2	LR174573 LR171244 LR123816 ZZZ001 ZZZ999	1 1 1 £3.00 £5.00

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

NOTES:

- Some components shown removed for clarity.
- Some variation in the illustrations may occur, but the essential information is always correct.

All vehicles

- Open the hood.
- Remove the engine cover (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Engine Cover).

Defender, Range Rover and Range Rover Sport vehicles only

3.

NOTE:

The 8 engine compartment brace bolts must not be discarded.

Remove the secondary bulkhead center panel (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Secondary Bulkhead Center Panel).

All vehicles

4.

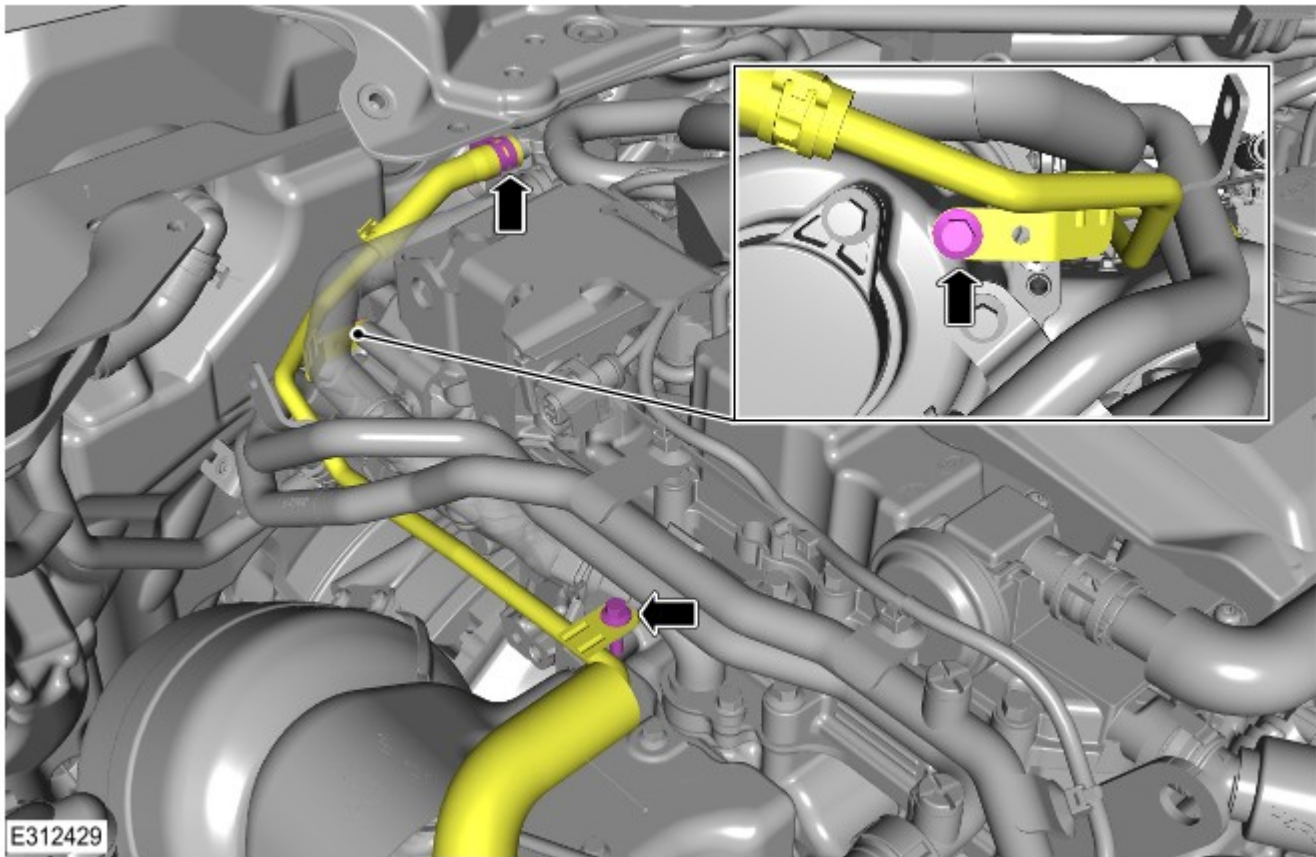
NOTE:

Engine coolant is to be collected in a suitable clean container and protected from contamination.

Complete a partial cooling system drain (see TOPIx Workshop Manual section 303-03: Engine Cooling - INGENIUM I4 2.0L Petrol/INGENIUM I4 2.0L Petrol - [Plug-in Hybrid Electric Vehicle \(PHEV\)](#) - General Procedures - Cooling system Partial Draining and Vacuum Filling).

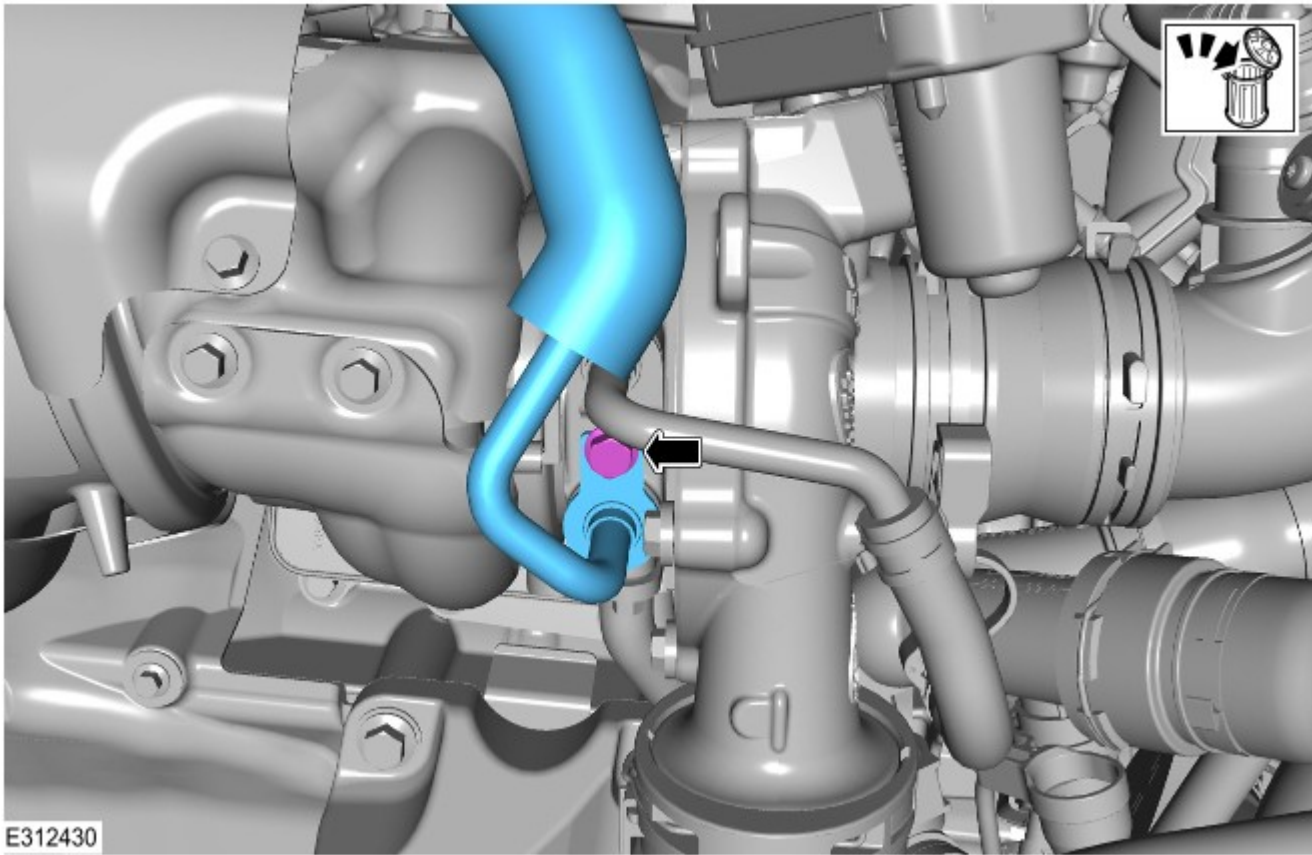
5. Release the turbocharger coolant inlet pipe.

- Remove the 2 bolts.
- Release the clip.



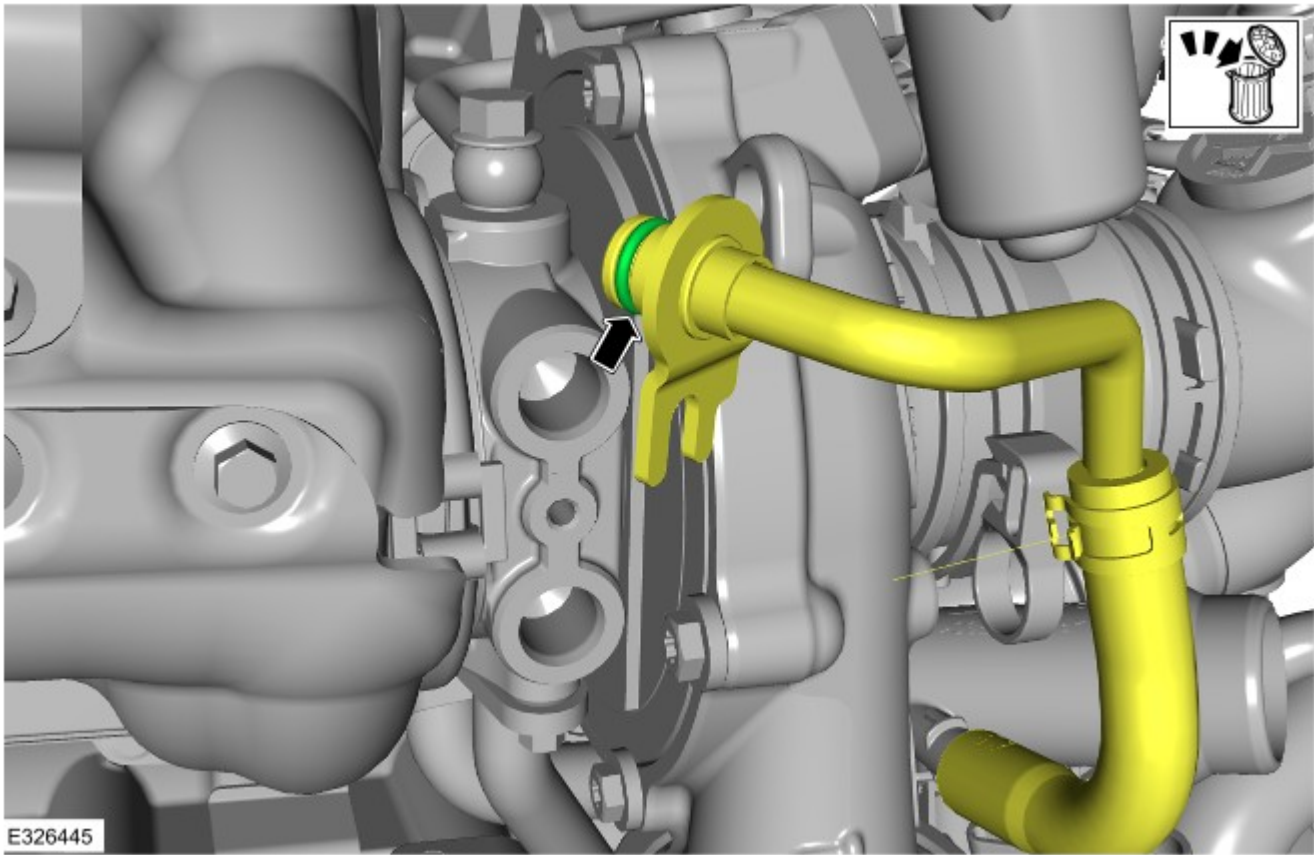
6. Remove and discard the turbocharger coolant inlet pipe.

- Remove the bolt.



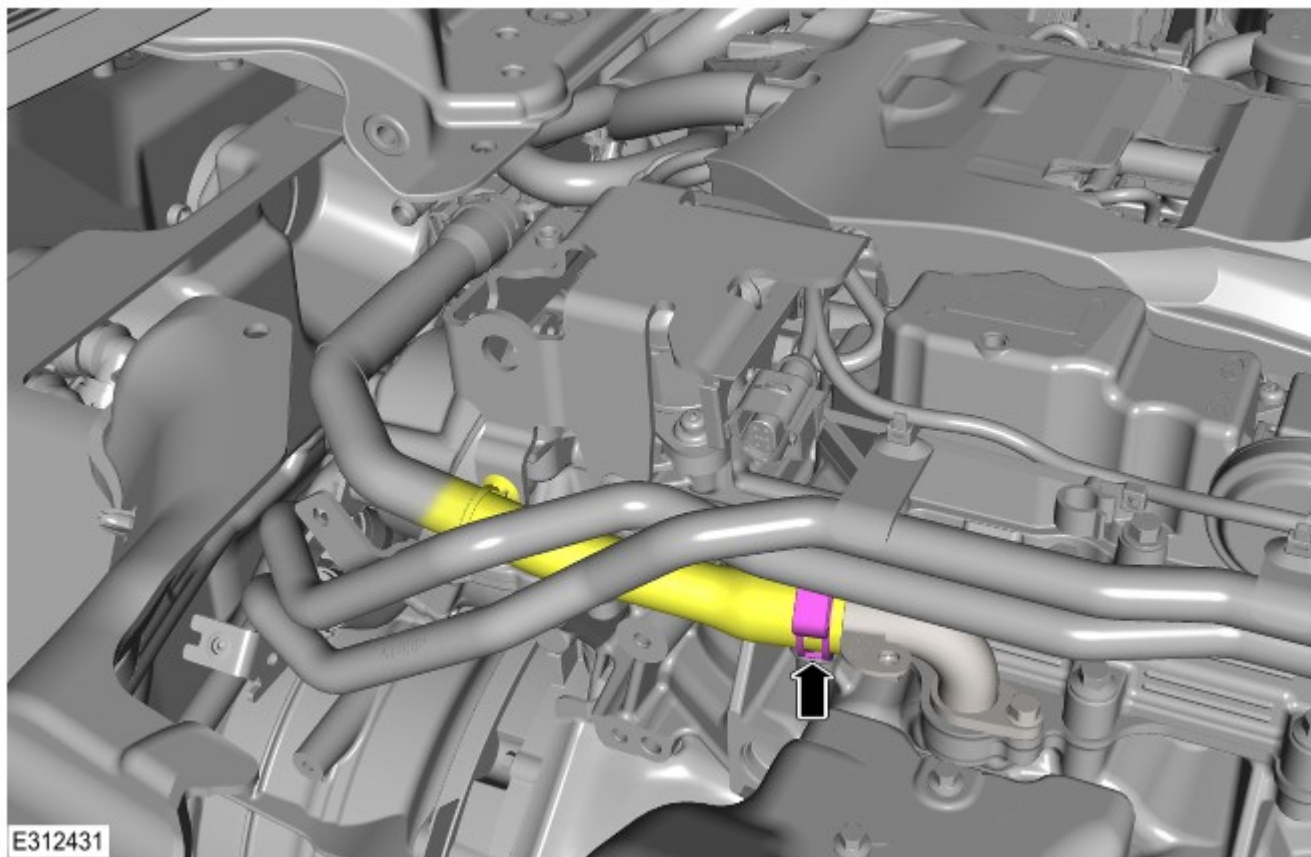
7. Release the turbocharger outlet pipe.

- Renew the O-ring.

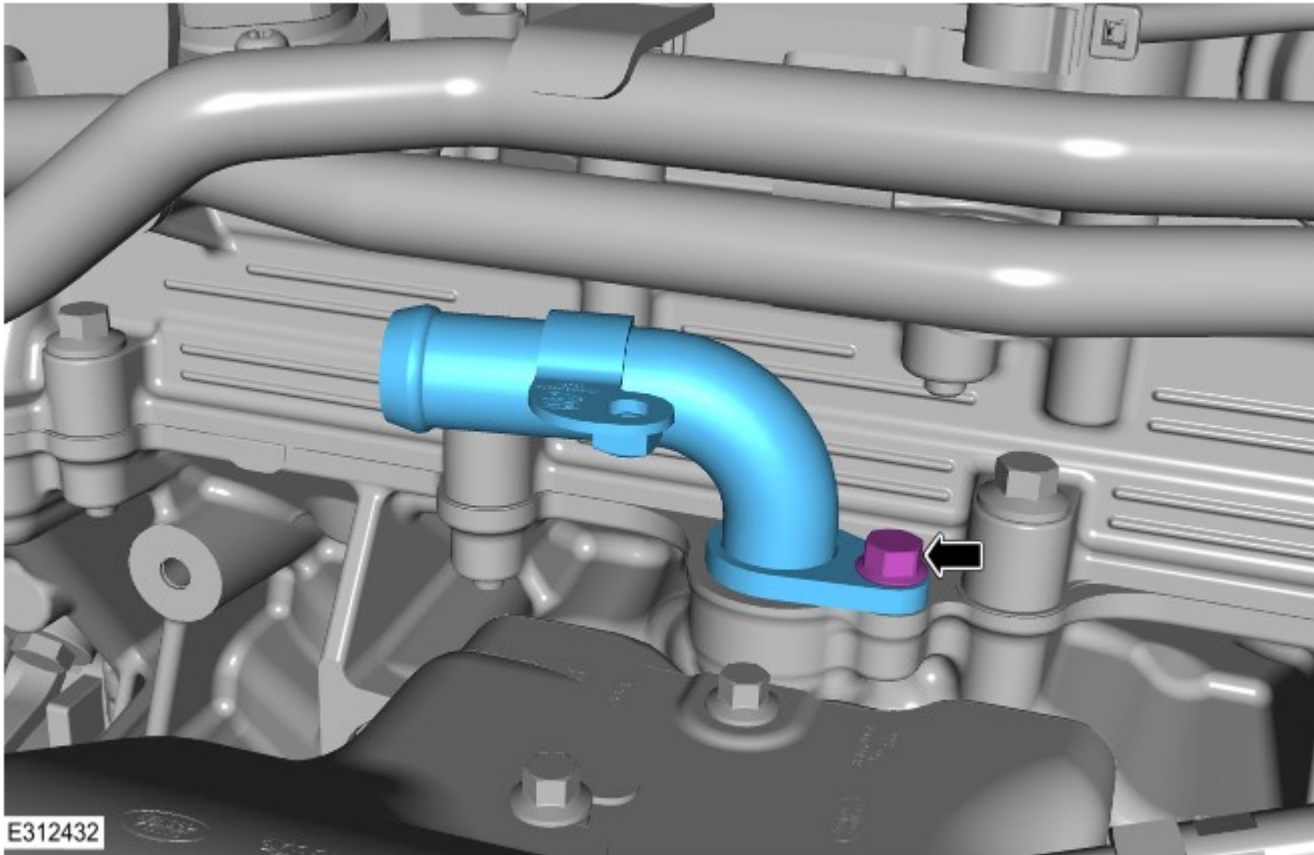


8. Release and reposition the engine coolant hose.

- Release the hose clip.

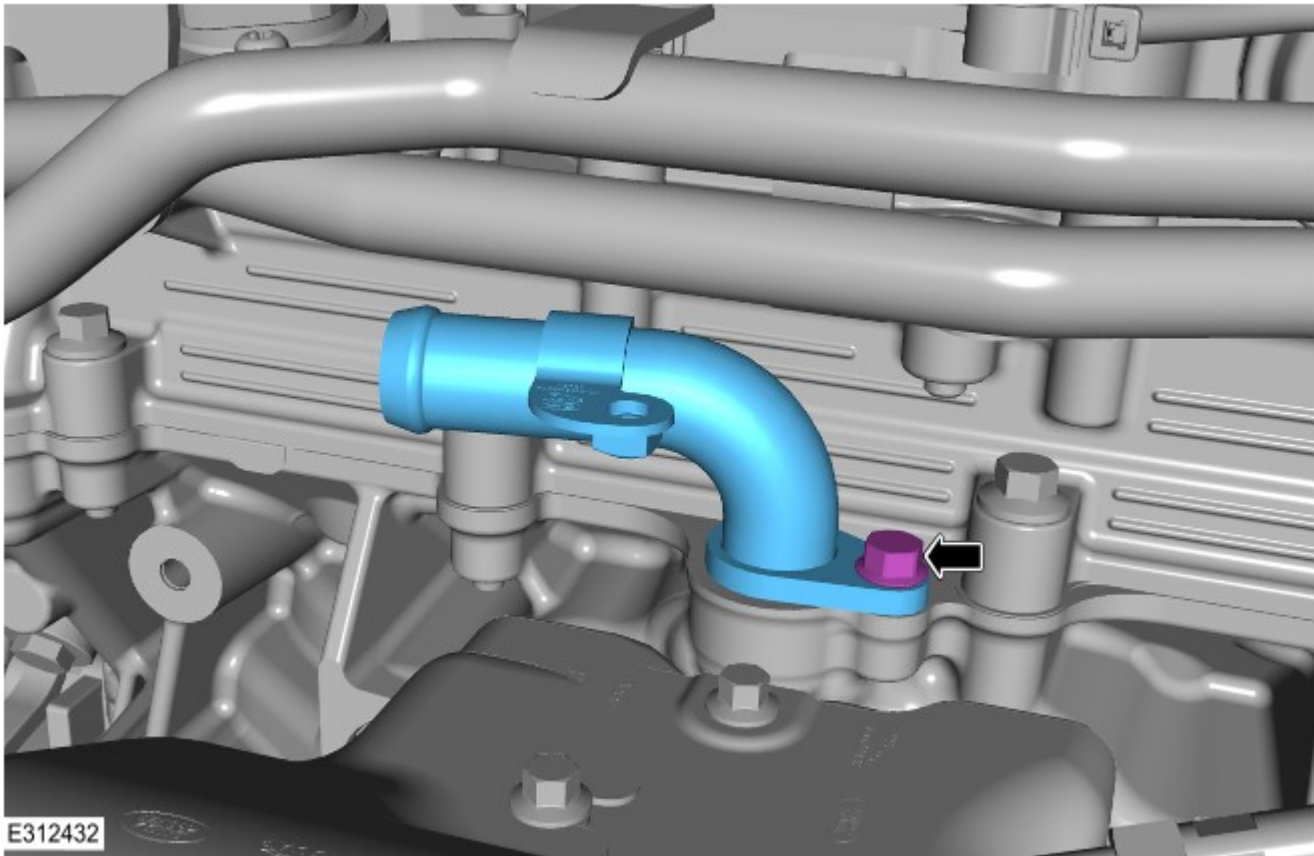


9. Remove and discard the engine coolant elbow.



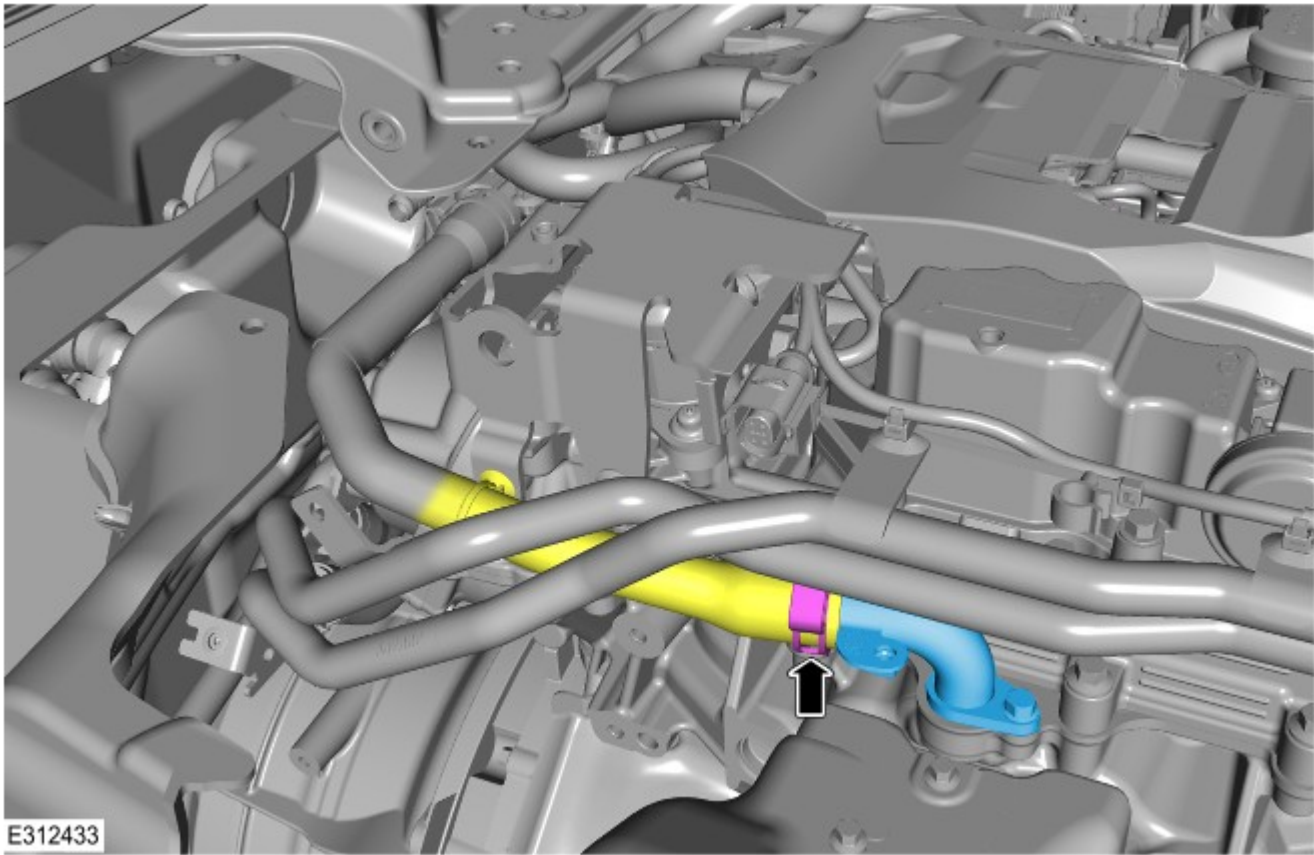
10. Install the new engine coolant elbow.

- Install and tighten the bolt.
- Torque: **10 Nm**



11. Install the engine coolant hose to the new engine coolant elbow.

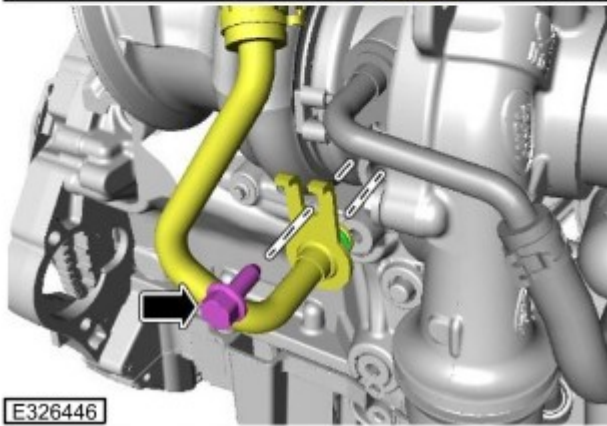
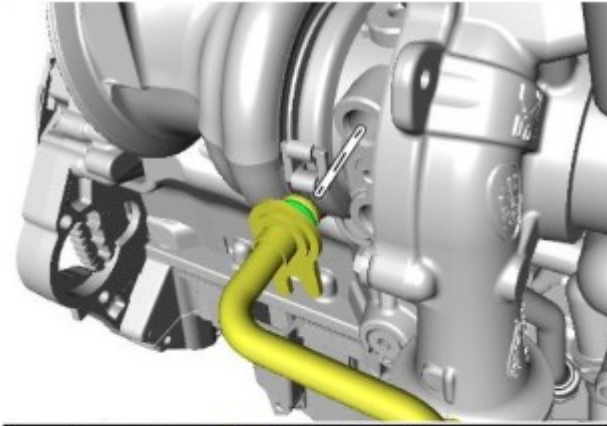
- Secure the clip.





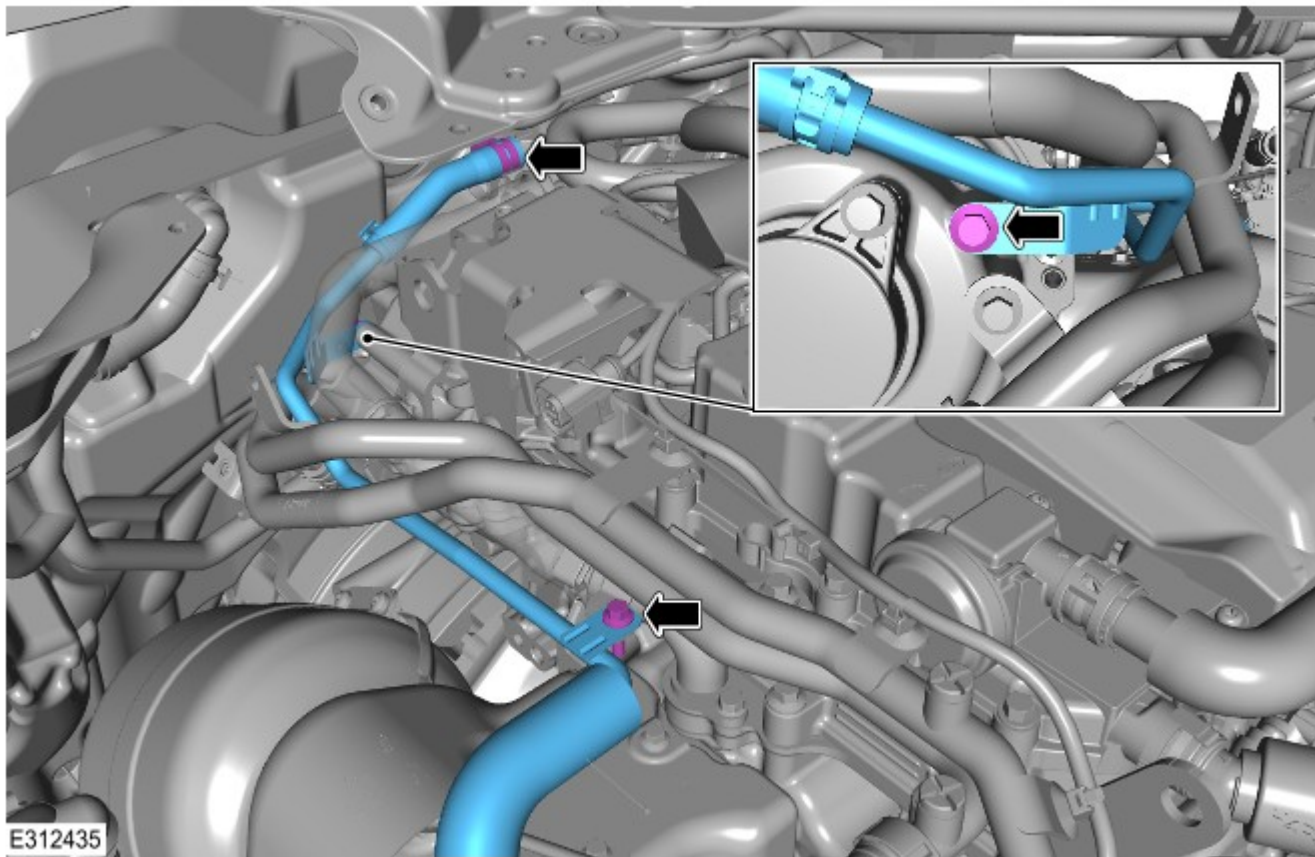
12. Secure both turbocharger coolant pipes to the turbocharger.

- Install and tighten the bolt.
- Torque: **10 Nm**



13. Install the new turbocharger inlet pipe.


- Install and tighten the 2 bolts.
 - Torque: **10 Nm**
- Secure the clip.



14. Refill the cooling system (see TOPIx Workshop Manual section 303-03: Engine Cooling - INGENIUM I4 2.0L Petrol/INGENIUM I4 2.0L Petrol - [PHEV](#) - General Procedures - Cooling system Partial Draining and Vacuum Filling).

Defender, Range Rover and Range Rover Sport vehicles only

15.

 **NOTE:**

The 8 original engine compartment brace bolts must be reinstalled with Loctite 243 thread lock (or equivalent) applied to the threads.

Install the secondary bulkhead center panel (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Secondary Bulkhead Center Panel).

All vehicles

16. Install the engine cover (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Engine Cover).

17. Close the hood.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N785

Date: month/year

SAFETY RELATED RECALL - Range Rover, Range Rover Velar, Range Rover Sport and Defender Engine Coolant Pipe and Elbow - Renew

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

On Ingenium I4 2.0L Petrol Plug-in Hybrid Electric Vehicle (PHEV) engines, the coolant pump drive belt can become damaged leading to detachment. Where coolant pump drive is lost, there will be a loss of coolant flow, causing the engine to rapidly overheat and subsequently rupture an engine mounted plastic elbow in the cooling circuit. Coolant can leak onto the turbocharger heatshield which may lead to a fire in the engine compartment that could propagate to the whole vehicle.

What will your Land Rover retailer/authorized repairer do?

We will replace the engine coolant elbow and turbocharger coolant inlet pipe on your vehicle.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

Customers are requested to pay close attention to red warning lamps. Should a red warning lamp be displayed in the vehicles Instrument Panel Cluster, customers should seek to stop their vehicle as soon as possible and seek qualified assistance. Should there be any signs of smoke vehicle occupants must get out of the vehicle and move away from it. Fire services should be called in this instance.


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover N785	
2018 to 2023 model year Ingenium I4 2.0L Petrol Plug-in Hybrid Electric Vehicle (PHEV) engine Range Rover, Range Rover Sport, Velar and Defender vehicles with a coolant pump drive belt damaged	

A concern has been identified on Ingenium I4 2.0L Petrol PHEV engines where the coolant pump drive belt can become damaged leading to the belt snapping or becoming detached.

Question 1

Why is Jaguar Land Rover (JLR) recalling certain Land Rover models?

Answer

JLR is conducting a voluntary safety recall involving certain Ingenium I4 2.0L Petrol PHEV 2018 to 2023 model year Range Rover, Range Rover Sport, Velar and Defender vehicles as it is possible, should drive to the coolant pump be lost, sudden engine overheating may occur leading to coolant leaks and fires as a result.

Question 2

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

Answer

Where coolant pump drive is lost, this leads to a loss coolant flow. The lack of coolant flow can cause the engine to rapidly overheat, and subsequently ruptures an engine mounted plastic elbow in the cooling circuit. If the coolant elbow is ruptured this leads to a coolant leak onto the turbocharger heatshield which may in turn lead to a fire in the engine compartment which can propagate to the whole vehicle.

Question 3

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

Answer

The engine temperature (red) warning lamp may illuminate when the engine's temperature is too high.

Question 4

Does this concern affect vehicle safety?

Answer

JLR has determined this concern represents an unreasonable risk to safety.

Question 5

Has JLR received many complaints?

Answer

JLR is aware of 31 field reports related to this concern.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents or injuries as a result of this concern. JLR is aware of 31 reports of vehicle fire globally.

Question 7

How was the condition discovered?

Answer

JLR found out about the issue from field reports.

Question 8

How long has JLR known about this problem?

Answer

JLR received the first reports of fires related to this concern in June 2019.

Question 9

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?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 10

What has JLR done in production?

Answer

A new design of the coolant elbow pipe has been introduced into engine production.

Question 11

What will JLR retailer/authorized repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to a JLR retailer/authorized repairer. Affected vehicles will have the engine coolant elbow and turbocharger feed coolant pipe replaced. There will be no charge to owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

Certain 2018 to 2022 Land Rover vehicles within the Vehicle Identification Number (VIN) ranges:

- Range Rover - SALGA3BY1JA343646 to SALGA3BY7LA599096 (specific vehicles within the VIN range)
- Range Rover Sport - SALWA2BY1JA147938 to SALWA2BY4NA246520 (specific vehicles within the VIN range)
- Range Rover Velar - SALYA2AY9MA265184 to SALYA2BY0PA364141 (specific vehicles within the VIN range)
- Defender - SALEA7RY9M2015829 to SALEA7BY6P2188089 (specific vehicles within the VIN range)

Question 13

Are other JLR models affected by these actions?

Answer

Certain Jaguar F-PACE vehicles are known to also be affected.

Question 14

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailer/authorized repairers to conduct this repair.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my Land Rover vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at their Land

Rover or Jaguar Brand web site. Other countries, customers can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

Question 17

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 18

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

Answer

Customers are requested to pay close attention to red warning lamps. Should a red warning lamp be displayed in the vehicles Instrument Panel Cluster, customers should seek to stop their vehicle as soon as possible and seek qualified assistance. Should there be any signs of smoke vehicle occupants must get out of the vehicle and move away from it. Fire services should be called in this instance

Note:

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.