



# SAFETY RELATED RECALL

Global Recall Action  
Number: N780

Changes are highlighted in blue

<b>Subject:</b>  <b>Turbocharger Oil Return Pipe Gasket - Install</b>	Publication No.: N780
	Model: Range Rover (LK)
	Model Year: 2023
	Date of Issue: 25 May 2023

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	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 V8 T/C 4.4L Petrol engines, installed to Range Rover vehicles where a gasket has been miss-installed or is missing from the right turbocharger oil return pipe. A miss-installed or missing gasket from a turbocharger oil return pipe may result in an oil leak. Leaked oil can come into contact with the exhaust manifold, which may lead to a fire in the engine compartment.

### 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-222

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 have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2023 model year Range Rover vehicles imported into the United States markets. Information relating to this Safety Recall will be posted on the NHTSA website. 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 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 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 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 - N780

## Parts Information

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

Description	Part Number	Qty
Right turbocharger oil return pipe O-ring seal	LR158248	1
Right turbocharger oil return pipe	LR158668	1
Right turbocharger coolant feed pipe O-ring seal	LR159311	2
Right turbocharger coolant pipe banjo bolt	LR174739	2
Right turbocharger coolant pipe banjo bolt washer	LR158227	4
Right turbocharger coolant pipe banjo bolt	LR158228	2
Right turbocharger oil return pipe bolt	LR158541	2
Right turbocharger oil return pipe gasket	LR159302	1
Right turbocharger oil supply pipe banjo bolt	LR158903	1
Right turbocharger to exhaust manifold clamp	LR159218	1
Right turbocharger to exhaust manifold gasket	LR159294	1
Right turbocharger to catalytic converter gasket	LR158577	1
Right turbocharger to catalytic converter clamp	LR174731	1

## SROs

Description	SRO	Time
Right turbocharger oil return pipe gasket - Renew	19.44.48	3.9
Drive in/drive out	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 N780 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	Description	SRO	Time	Part Number	Qty
N780	A	Right turbocharger oil return pipe gasket - Renew	19.44.48	3.9	See above table	See above table
N780	B	Right turbocharger oil return pipe gasket - Renew Drive in/drive out	19.44.48 02.02.02	3.9 0.2	See above table	See above table

### 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

**1.****NOTE:**

The engine coolant must be collected in a suitable clean container, remain free from contamination and then reused.

Remove the right turbocharger for access only and install a new right turbocharger oil return pipe gasket (see TOPIx Workshop Manual section 303-04F: Fuel Charging and Controls - V8 T/C 4.4L Petrol - Removal and Inspection - Right Turbocharger - **Removal Steps 1 to 18 - Installation Steps 5 to 24**).

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

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N780

Date: month/year

## **SAFETY RELATED RECALL - Range Rover - Turbocharger Oil Return Pipe Gasket - Install**

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?**

A concern has been identified on V8 T/C 4.4L Petrol engines, where a gasket has been incorrectly installed or is missing from the right turbocharger oil return pipe. A miss-installed or missing gasket from a turbocharger oil return pipe may result in an oil leak. Leaked oil can come into contact with the exhaust manifold, which may lead to a fire in the engine compartment.

### **What will your Land Rover retailer/authorized repairer do?**

We will install a new turbocharger oil return pipe gasket.

### **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](http://www.landrover.co.uk) or [www.landrover.com](http://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**


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

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover Recall N780</b>	
<b>2023 model year Range Rover V8 T/C 4.4L Petrol engine vehicles right turbocharger oil return leak</b>	

A concern has been identified on a very small number of V8 T/C 4.4L Petrol engines installed to Range Rover vehicles where oil may leak from the turbocharger.

### **Question 1**

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

*Answer*

JLR is conducting a voluntary safety recall involving certain 2023 model year Range Rover vehicles installed with a V8 T/C 4.4L Petrol engine, where a gasket has been mis-installed or is missing from the Turbocharger oil return pipe.

### **Question 2**

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

*Answer*

A miss-installed or missing gasket from a turbocharger oil return pipe may result in an oil leak from turbocharger. Leaked oil can come into direct contact with the exhaust manifold, which may lead to a fire in the engine compartment.

### **Question 3**

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

*Answer*

A low oil level warning lamp may be displayed on the Instrument Panel Cluster when significant amount of oil is lost. The customer may notice an unusual smell from the front of the vehicle or see smoke coming from the hood area.

### **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*

There are no warranty claims or field reports related to this matter.

### **Question 6**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reported accidents, injuries or fires as a result of this concern.

### **Question 7**

How was the condition discovered?

*Answer*

JLR was notified by the supplier of V8 T/C 4.4L Petrol engines of this concern.

### **Question 8**

How long has JLR known about this problem?

*Answer*

JLR was notified by the supplier in February 2023.

**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*

This is a JLR supplier issue which has been addressed in the suppliers manufacturing process.

**Question 11**

What will retailers/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to a retailer/authorized repairer. A new turbocharger oil return pipe gasket will be installed to remedy the issue.

There will be no charge to owners for this repair.

**Question 12**

Which vehicles are affected by this recall?

*Answer*

Certain 2023 model year Range Rover vehicles within the Vehicle Identification Number (VIN) range - SALKABB74PA029204 to SALKP9E72PA035831

**Question 13**

Are other JLR models affected by these actions?

*Answer*

No other models are known to be affected by this condition.

**Question 14**

Are parts available to rework vehicles?

*Answer*

Parts are available for JLR retailers/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 Range 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 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 4 hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 18**

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

*Answer*

Customers are advised to pay attention to abnormal odors from the front of their vehicle. Customers should contact a JLR retailer/authorized repairer should they have any concerns regarding their vehicle.

*Note:*

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