



SAFETY RELATED RECALL

Global Recall Action
Number: N848

TReK Brake Caliper Adrift	Publication No.: N848
	Model: Defender (LE)
	Model Year: 2023
	Date of Issue: 04 January 2024

To:	Jaguar Land Rover North America, LLC.
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 certain 2023 model year Land Rover Defender 130 Vehicles that have been modified as part of the preparations for JLR North Americas TReK event. During the vehicle modification for the TReK event, re-installation of brake callipers did not follow the published repair procedure.

If the brake callipers are not installed following the published repair procedure, there is a risk the callipers may detach, resulting in degraded braking performance and possible structural damage to the wheel, increasing the risk of a crash.

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: 23V789

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 Land Rover Defender 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 \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 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 - N848

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty
Front brake caliper bolts	LR033274	4
Front brake hose - RH	LR172649	1
Front brake hose - LH	LR172650	1
Front stabilizer bar link upper nut	LR161093	2
Brake pad wear sensor harness - Front (if damaged)	LR098988	1
Rear brake caliper mounting bolt	SYG000013	4
Rear brake hose - RH	LR172644	1
Rear brake hose - LH	LR172643	1
Brake caliper bracket bolt (pin)	LR031319	4
Emergency Park Release (EPR) actuator repair kit	LR101976	2
Brake pad wear sensor harness - Rear (if damaged)	LR084071	1

SROs

Description	SRO	Time
Renew front and rear brake caliper bolts, hoses and both brake pad wear sensors	99.03.06	2.4
Renew front and rear brake caliper bolts, hoses and front brake pad wear sensor only	99.03.17	2.4
Renew front and rear brake caliper bolts, hoses and rear brake pad wear sensor only	99.03.18	2.3
Renew front and rear brake caliper bolts and hoses without brake pad wear sensors	99.03.19	2.3
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 N848 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
N848	A	Renew front and rear brake caliper bolts, hoses and both brake pad wear sensors	99.03.06	2.4	LR033274	4
					LR172649	1
					LR172650	1
					LR161093	2
					LR098988	1
					SYG000013	4
					LR172644	1
					LR172643	1
					LR031319	4
					LR101976	2
					LR084071	1
N848	B	Renew front and rear brake caliper bolts, hoses and both brake pad wear sensors Drive in/drive out	99.03.06 02.02.02	2.4 0.2	LR033274	4
					LR172649	1
					LR172650	1
					LR161093	2
					LR098988	1

Program Code	Option	Description	SRO	Time	Part Number	Qty
					SYG000013 LR172644 LR172643 LR031319 LR101976 LR084071	4 1 1 4 2 1
N848	C	Renew front and rear brake caliper bolts, hoses and front brake pad wear sensor only	99.03.17	2.4	LR033274 LR172649 LR172650 LR161093 LR098988 SYG000013 LR172644 LR172643 LR031319 LR101976	4 1 1 2 1 4 1 1 4 2
N848	D	Renew front and rear brake caliper bolts, hoses and front brake pad wear sensor only Drive in/drive out	99.03.17 02.02.02	2.4 0.2	LR033274 LR172649 LR172650 LR161093 LR098988 SYG000013 LR172644 LR172643 LR031319 LR101976	4 1 1 2 1 4 1 1 4 2
N848	E	Renew front and rear brake caliper bolts, hoses and rear brake pad wear sensor only	99.03.18	2.3	LR033274 LR172649 LR172650 LR161093 SYG000013 LR172644 LR172643 LR031319 LR101976 LR084071	4 1 1 2 4 1 1 4 2 1
N848	F	Renew front and rear brake caliper bolts, hoses and rear brake pad wear sensor only Drive in/drive out	99.03.18 02.02.02	2.3 0.2	LR033274 LR172649 LR172650 LR161093 SYG000013 LR172644 LR172643 LR031319 LR101976 LR084071	4 1 1 2 4 1 1 4 2 1
N848	G	Renew front and rear brake caliper bolts and hoses without brake pad wear sensors	99.03.19	2.3	LR033274 LR172649 LR172650 LR161093 SYG000013 LR172644 LR172643 LR031319 LR101976	4 1 1 2 4 1 1 4 2
N848	H	Renew front and rear brake caliper bolts and hoses without brake pad wear sensors Drive in/drive out	99.03.19 02.02.02	2.3 0.2	LR033274 LR172649 LR172650 LR161093 SYG000013 LR172644 LR172643 LR031319 LR101976	4 1 1 2 4 1 1 4 2

 **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.

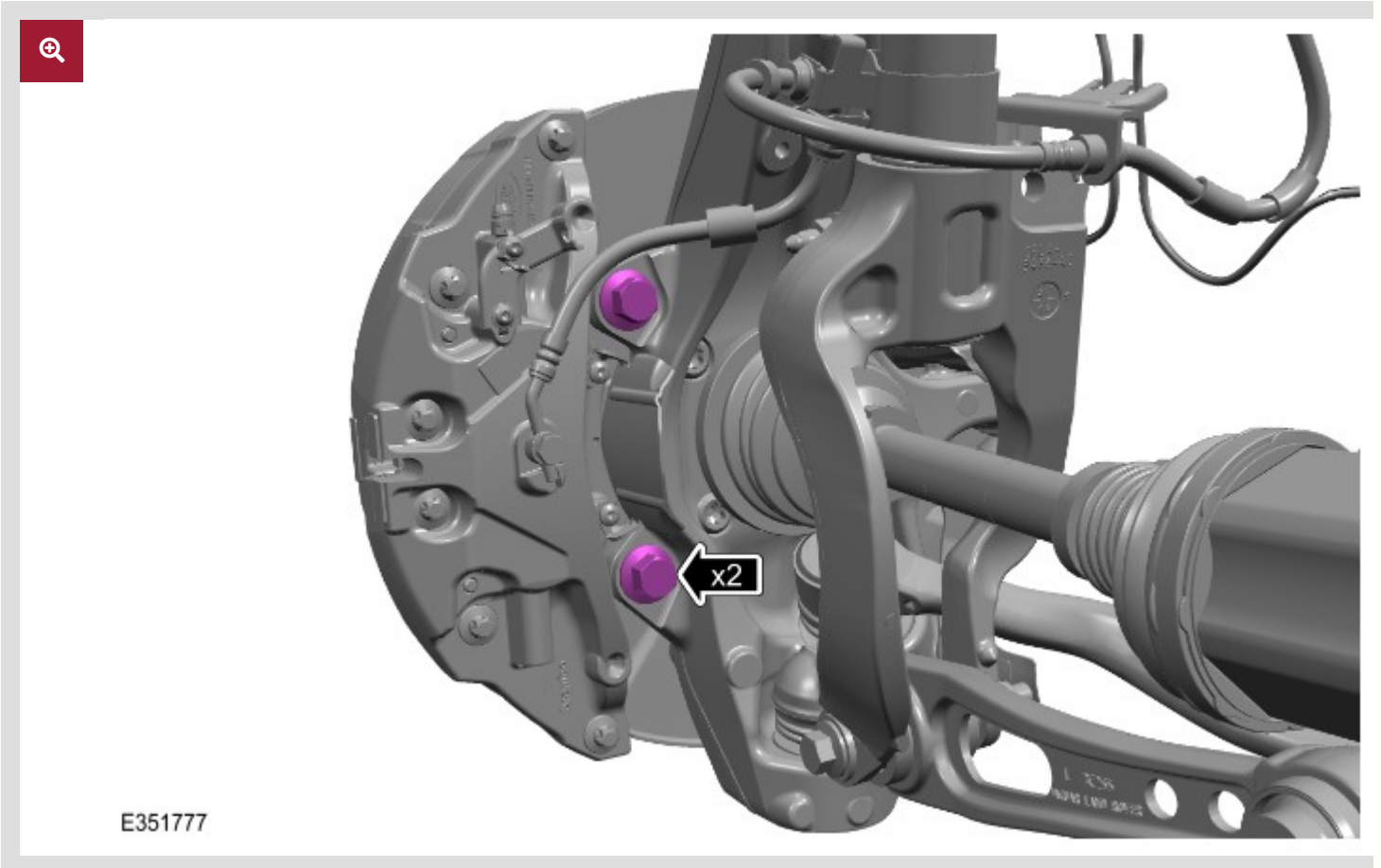
Customer Reimbursement and Related Damage Process

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

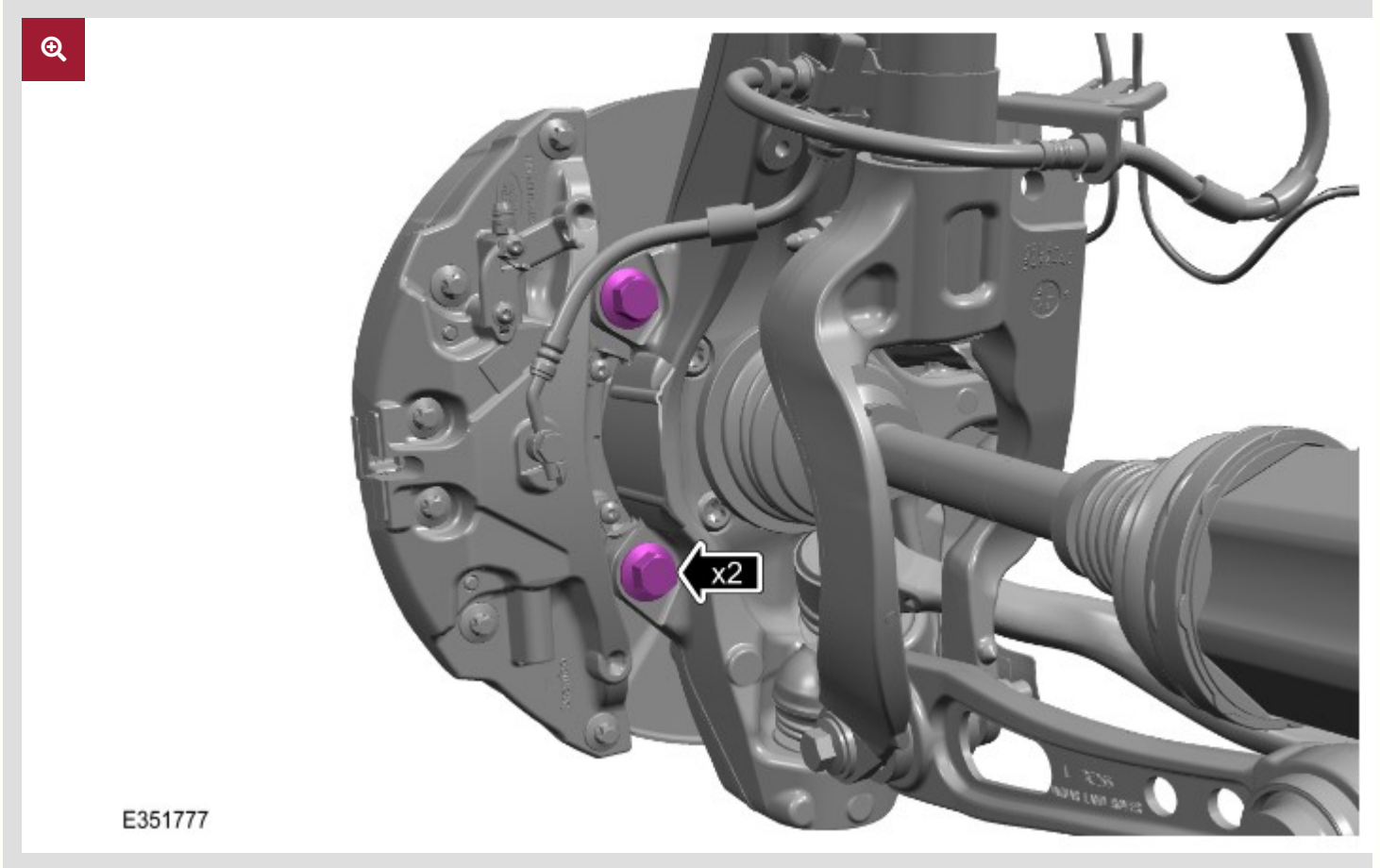
1. Remove all 4 wheels and tires (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).
2. Remove and discard the 2 front brake caliper bolts.



3. Install 2 new front brake caliper bolts.

Stage 1: 133 Nm

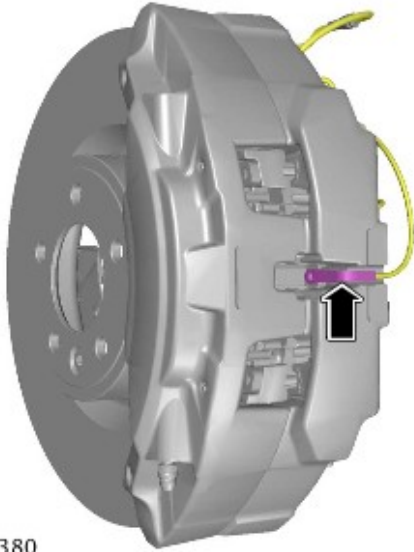
Stage 2: 60°



4. Renew the front brake hose (see TOPlx Workshop Manual section 206-08: Brake Controls and Actuation - Removal and Installation - Front Brake Hose).

5. Repeat steps 1 to 4 for the other side.

6.



E207380

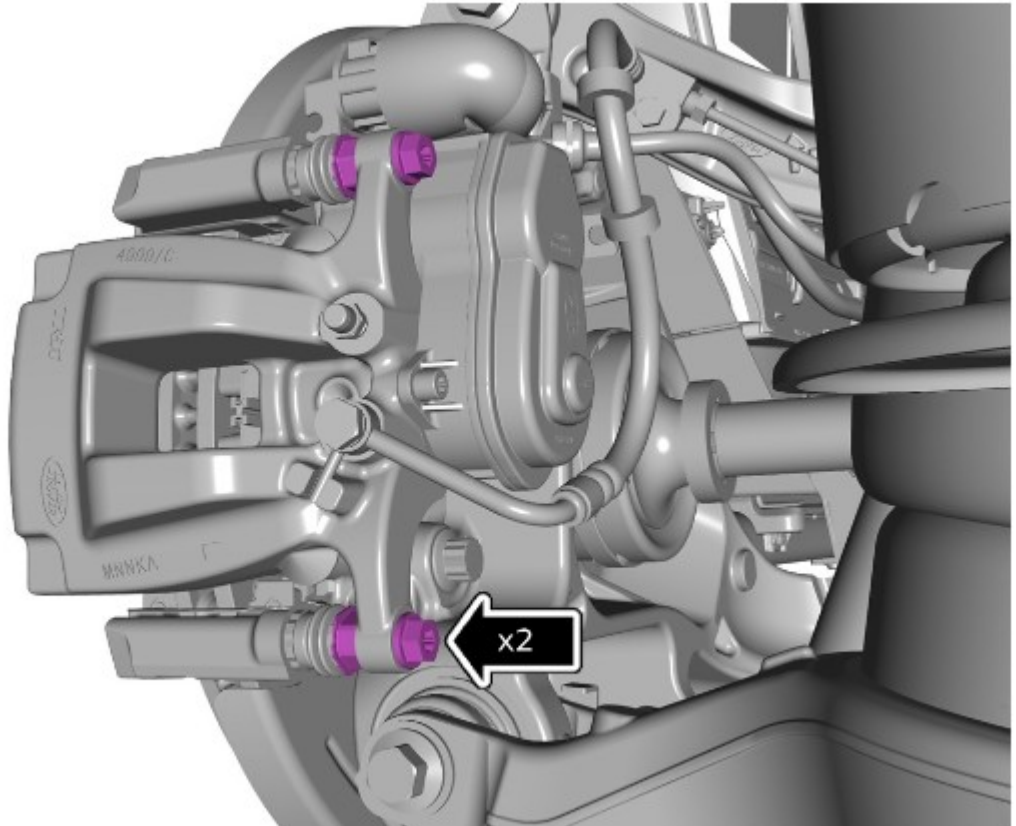
NOTE:

Left side only.

Inspect the front brake pad wear sensor.

- If the front brake pad wear sensor **IS** damaged or worn, **renew the front brake pad wear sensor.**
- If the front brake pad wear sensor **IS NOT** damaged or worn, **continue to step 7.**

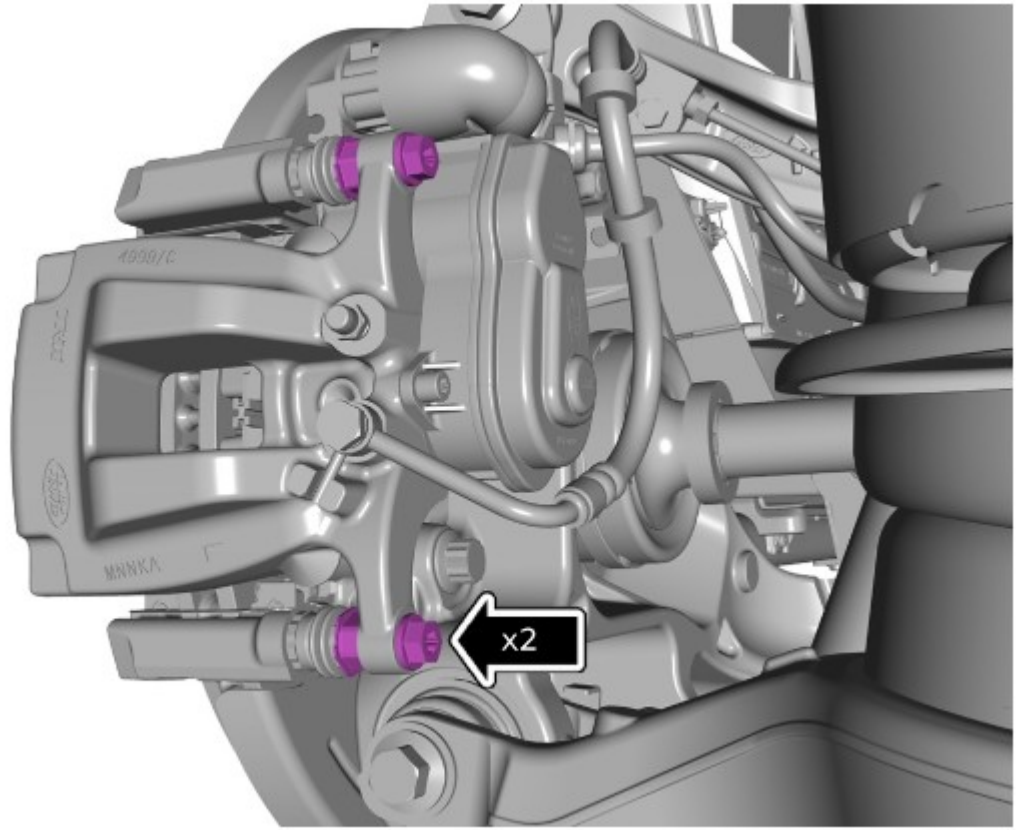
7. Remove and discard the 2 rear brake caliper bolts.



E351425

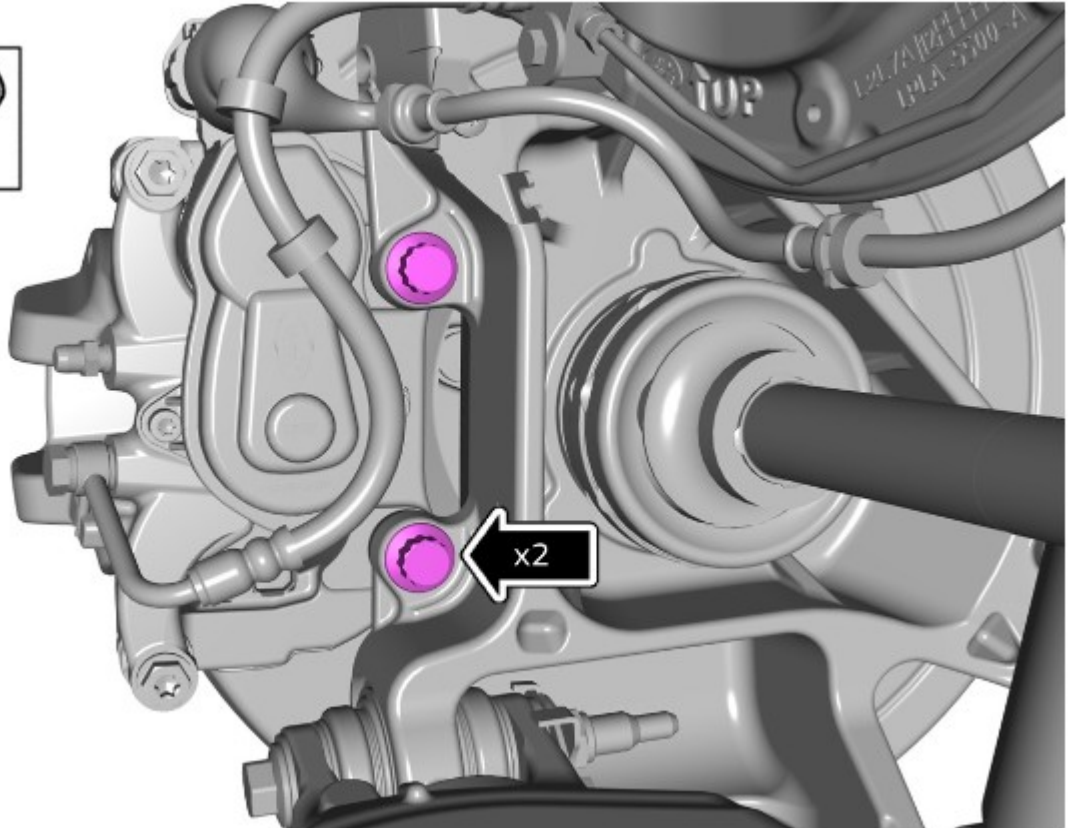
8. Install 2 new rear brake caliper bolts.

Torque: **35 Nm**



E351426

9. Remove and discard the 2 rear brake caliper carrier bolts.

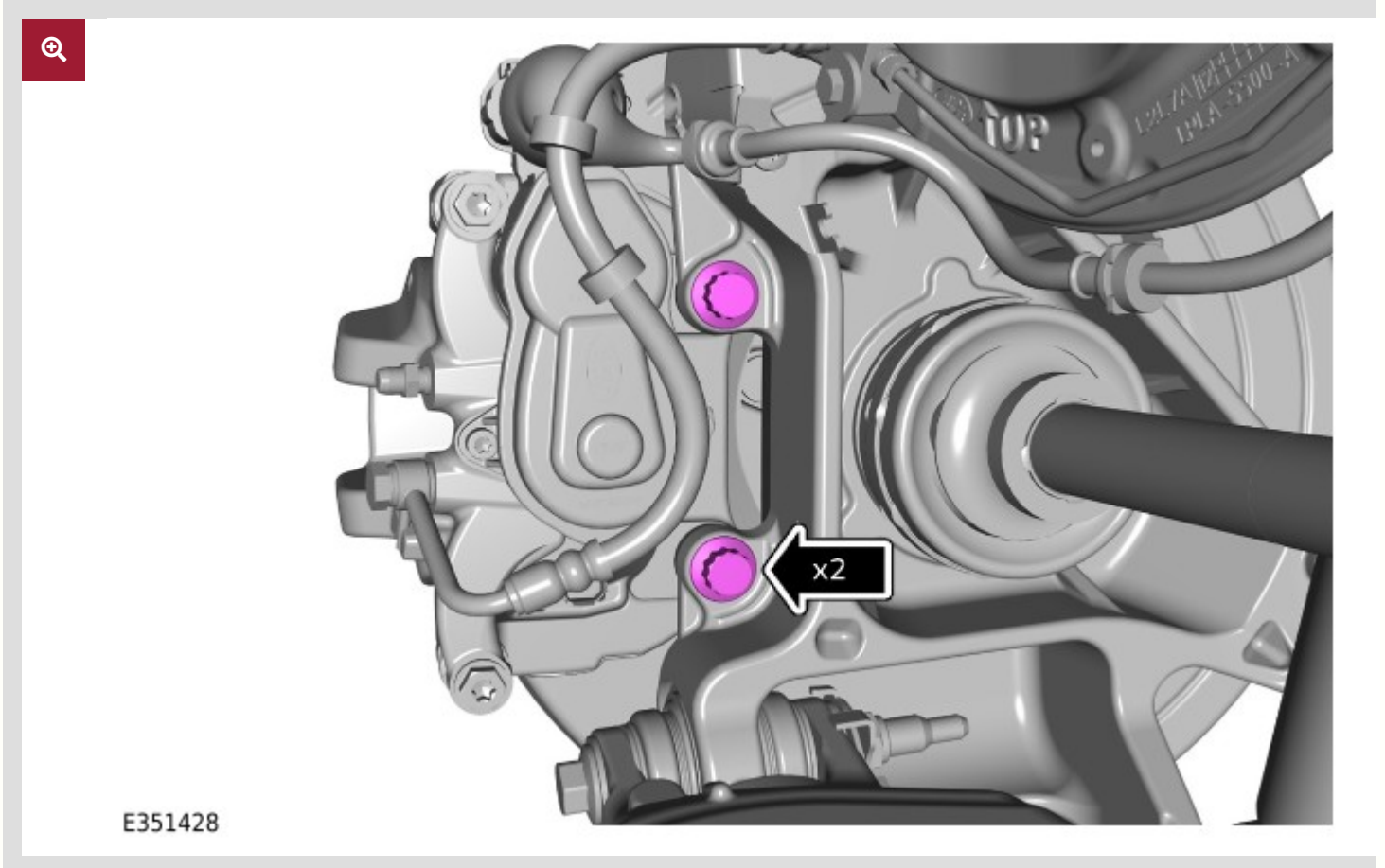


E351427

10. Install 2 new rear brake caliper carrier bolts.

Stage 1: 110 Nm

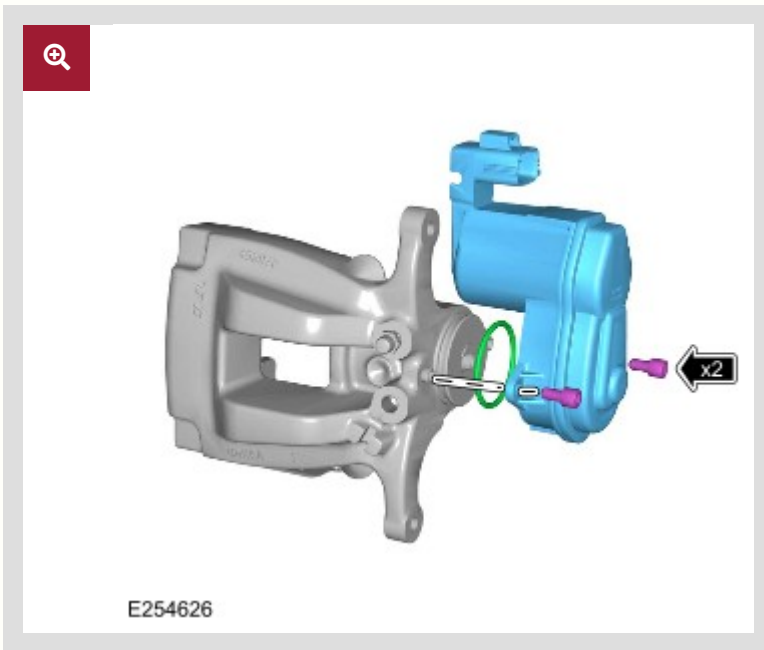
Stage 2: 120°



11. Renew the rear brake hose (see TOPIx Workshop Manual section 206-08: Brake Controls and Actuation - Removal and Installation - Rear Brake Hose).

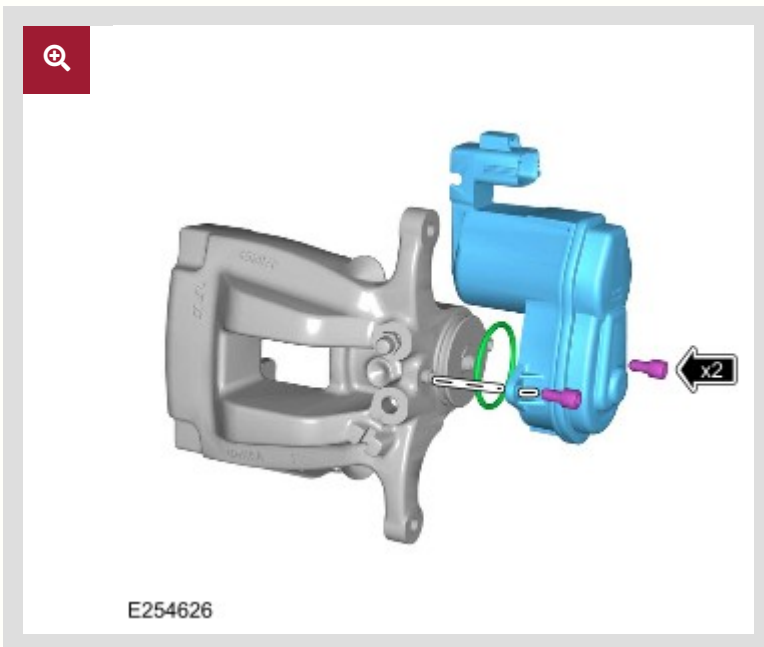
12. Remove the [Electric Park Brake \(EPB\)](#) actuator.

- Remove and discard the 2 bolts.
- Remove and discard the O-ring.



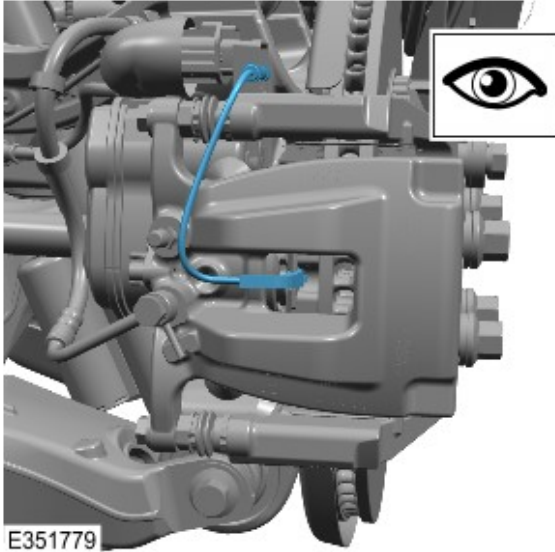
13. Install the [EPB](#) actuator.

1. Install a new O-ring.
 2. Install 2 new bolts.
- Torque: **10 Nm**



14. Repeat steps 7 to 13 for the other side.

15.



NOTE:

Right side only.

Inspect the rear brake pad wear sensor.

- If the rear brake pad wear sensor **IS** damaged or worn, **renew the rear brake pad wear sensor.**
- If the rear brake pad wear sensor **IS NOT** damaged or worn, **continue to step 16.**

16. Bleed the brake system (see TOPIx Workshop Manual section 206-00: Brake System - General Information - Brake System Bleeding Fixed Caliper).

17. Install all 4 wheels and tires (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

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: N848

Date: month/year

SAFETY RELATED RECALL - Defender 130 Vehicles - TReK Brake Caliper Adrift

Dear

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 Defender vehicles within a specific production range. 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 certain 2023 model year Land Rover Defender 130 Vehicles that have been modified as part of the preparations for JLR North Americas TReK event. During the vehicle modification for the TReK event, re-installation of brake callipers did not follow the published repair procedure.

If the brake callipers are not installed following the published repair procedure, there is a risk the callipers may detach, resulting in degraded braking performance and possible structural damage to the wheel, increasing the risk of a crash.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will check and replace the bolts, where necessary the front and rear brakes will be replaced.

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

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, 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


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 N848	
2023 Model Year Defender 130 TReK Vehicles Brake Caliper Loose	

A concern has been identified on certain 2023 model year Defender 130 vehicles that have been modified as part of the preparations for JLR North Americas TReK event. During the vehicle modification for the TReK event, re-installation of brake calipers did not follow the published repair procedure.

Question 1

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

Answer

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com.

Question 2

Why is JLR recalling certain Land Rover models?

Answer

JLR is conducting a voluntary safety recall involving certain 2023 model year Defender 130 TReK modified vehicles due to incorrect re-installation of brake calipers.

Question 3

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

Answer

If the brake calipers are not installed following the published repair procedure, there is a risk the calipers may detach, resulting in degraded braking performance and possible structural damage to the wheel, increasing the risk of a crash.

Question 4

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

Answer

Customers may experience poor, inconsistent or no brake performance, as well as noise emanating from the wheel hub area.

Question 5

Does this concern affect vehicle safety?

Answer

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

Question 6

Has JLR received many complaints?

Answer

JLR has received one report which was attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which JLR is aware.

Question 8

How was the condition discovered?

Answer

The condition was identified during a TReK event in Texas, USA.

Question 9

How long has JLR known about this problem?

Answer

JLR has been aware of the issue since October 2023.

Question 10

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 11

What has JLR done in production?

Answer

This matter was caused post vehicle production. JLR has ensured that the workshop where the brake calipers were removed and re-fitted, the correct process for re-installation of brake calipers is followed.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Vehicles will have their brake calipers removed and reinstalled following the correct procedure.

Question 13

Which vehicles are affected by this recall?

Answer

2023 model year Defender 130 TReK vehicles: Defender 130 - SALEPFUEU9P2183695 to SALEPFUEU1P2233117, (Specific vehicles within these Vehicle Identification Number (VIN) range).

Question 14

Are other JLR models affected by these actions?

Answer

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

Question 15

Are parts available to rework vehicles?

Answer

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

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

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 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 Rover or Jaguar

Brand web site <https://www.landroverusa.com/ownership/vin-recall.html> Other countries, customers can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

Question 18

How long does it take for the vehicle 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 2.5 hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a JLR authorized repairer should they have any concerns regarding their vehicle.

Note:

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandover.com