CUSTOMER SERVICE

RECALL N848 AND N837

| SAFETY RECALL N848 – TReK DEFENDER BRAKE CALIPER ADRIFT | | |
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| AFFECTED MODELS | 23MY Defender 130 TReK | |
| VOLUME AFFECTED | US 121 CAN 0 | |
| REPAIR | A concern has been identified on US Land Rover Defender 130 vehicles that have been modified as part of the preparations for JLRNA's TReK event. During the vehicle preparation, re-installation of brake calipers did not follow the published repair procedure. If the brake calipers are not installed correctly, there is a risk the calipers may detach, resulting in degraded braking performance and possible structural damage to the wheel. Vehicles will require the brake caliper bolts, hoses and associated parts to be replaced following TOPIx workshop manual procedures. | |
| REPAIR TIME | Between 2.3 and 2.4 hrs. + DIDO | |
| CAMPAIGN LAUNCH | Retailer Recall Admin bulletin was launched on Dec 6 th , 2023, and the repair bulletin published January 4th, 2024 | |
| NOTES | Please refer to the warranty portal to identify affected vehicles which must not be sold or delivered until the repair has been completed. Retailers with affected vehicles were previously notified of this concern by email on Oct 31st, 2023, which included repair instructions. Retailers must now follow the instructions provided in the recall repair bulletin. When ordering parts please include the VIN in the order. | |

| SAFETY RECALL N837 – STRUCTURAL BODY ADHESIVE CONCERN | | |
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| AFFECTED MODELS | 24MY Range Rover and Range Rover Sport | |
| VOLUME AFFECTED | US 29 CAN 3 | |
| REPAIR | A concern has been identified on certain vehicles where the structural adhesive applied to certain underbody panels has been mis-applied on the body shells such that the adhesive is not bonding the panels together as intended. The lack of appropriate bonding may lead to a reduction of structural capability. Increasing a risk of fuel leakage in a crash. Affected vehicles will need to be repaired at an approved aluminum body repair center. | |
| REPAIR TIME | Between 0.5 and 4.9 hrs. + body shop repair + DIDO | |
| CAMPAIGN LAUNCH | UPS campaign launched: Dec 15th, 2023 Upgraded to Safety Recall on January 4th, 2024. Recall admin bulletin published. | |
| NOTES | Please refer to the warranty portal to identify affected vehicles which must not be sold or delivered until the repair has been completed. Retailers may continue to follow the UPS repair procedure posted on TOPIx and submit claims until that is superseded by the Recall repair bulletin. | |

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