



RECALL ACTION

Recall Action
Number: P035v2

Subject: Battery Positive Cable Clash with Dynamic Response System (DRS) Pipe [UKROW-SA]	Publication No.: P035v2
	Model: Range Rover Sport (LW) - TDV6 3.0L Diesel
	Model Years: 2014
	Vin Range: LW000016 - LW323768
	Date of Issue: 24/10/2013

To:	All National Sales Companies, Authorised Repairers & Importers (Excluding Australia, Brazil, Russian Federation and South Africa)
For the Attention of:	The Managing Director
Copies To:	The Service/Aftersales Director/Manager The Parts Director/Manager
Related information:	This Recall Action supersedes Update Prior to Sale Notice UPS 6113 with immediate effect.

Dear Colleagues

DEALERS ARE URGED TO MAKE DIRECT CONTACT WITH THEIR CUSTOMERS TO SEEK THEY RETURN THEIR VEHICLES FOR THIS SAFETY RECALL ACTION AS SOON AS POSSIBLE.

A concern has been identified where the battery positive cable on 2014 model year Range Rover Sport SDV6 vehicles fitted with Dynamic Response System (DRS) suspension system may clash with the DRS pipes. In some circumstances a chafe condition could arise that may allow metal to metal contact therefore making the DRS pipes part of the battery positive circuit. Investigations have identified that the battery positive cable has a ferrule tube at the point where the cable clashes with the DRS pipe. The ferrule can wear through the protective heat sleeve and cable insulation allowing metal to metal contact.

Should a clash condition be present, and the protective heat sleeve and cable insulation wear through, the DRS pipes will carry current and can become heated as a result. The current will find an earth point where arcing may occur which will cause surrounding components to melt and combust if the heat source is sustained. DRS hydraulic fluid will leak and the fire will become self-sustaining.

Jaguar Land Rover engineering investigations concluded that a fire can occur when the vehicle is being driven, when the vehicle is stationary, or when the vehicle has been parked and left unattended and as such Jaguar Land Rover have determined that this condition can increase the risk of accident or injury.

Action to be taken

Jaguar Land Rover has taken the decision to recall affected vehicles to inspect the battery positive cable for chafing. Where signs of chafing are evident, the battery positive cable will be replaced and an additional clip installed to ensure the correct gap between the battery positive cable and DRS pipes is maintained. Where no chafe of the battery positive cable is detected, an additional clip will be installed to maintain the correct gap between the battery positive cable and DRS pipes.

arrange for the rework action to be carried out at the earliest opportunity. A copy of the customer letter is attached.

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You are required to contact owners of affected vehicles, following procedures that are appropriate to your market and as required by local legislation; requesting that the owner contact their nearest authorised repairer, as soon as possible, to arrange for the rework action to be carried out at the earliest opportunity. A sample customer letter is attached; the letter should be adapted to the requirements of your market.

Dealers are reminded that they should not sell vehicles identified as affected by a safety recall until such time as the safety recall has been successfully completed on affected vehicles.

Please check DDW to ensure that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected. Should you require a listing of the affected vehicles in market, please contact the Land Rover Field Actions team by email at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the National Sales Company/Regional Office only

At the time of confirming a booking for vehicle repair, please ensure you check DDW and that all outstanding Field Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Should you need a listing of the affected vehicles in your market please contact the Field Actions Team at jlrcamp@jaguarlandrover.com. All requests from overseas markets should be made via the relevant National Sales Company/Importer.

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

Yours faithfully

Peter Cockle

Technical Director - Global Customer Service

SERVICE INSTRUCTION - P035v2

Parts Information

The parts from the table below should be ordered from Land Rover Parts in the normal manner.

Description	Part Number	Qty
Clip	LR058088	1

Warranty Information - SROs

Description	SRO	Time
Liner - front wheel arch - front RH single - remove/install	76.10.61	0.5
Install clip to Dynamic Response Pipe & tighten battery cable	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

Warranty claims should be submitted quoting the programme code **P035** together with the relevant option code from the table below. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes.

As option codes are used, there is no requirement for you to enter parts or SRO information; these are repeated here for information only.

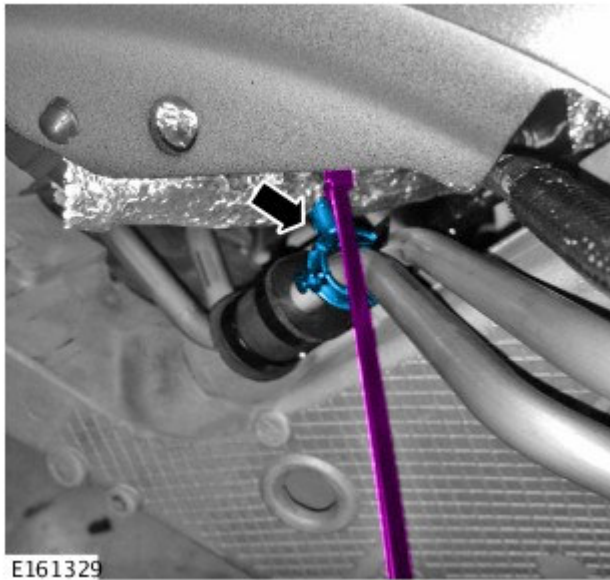
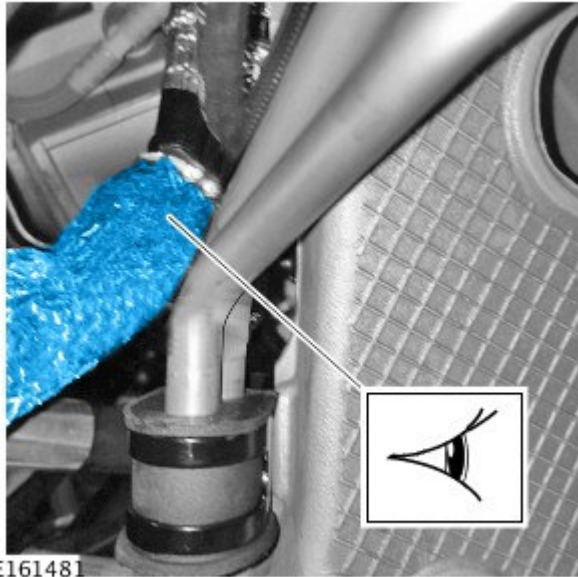
Programme Code	Option	Description	SRO	Time	Part Number	Qty
P035	B	Liner - front wheel arch - front RH single - remove/install	76.10.61	0.5	LR058088	1
		Install clip to Dynamic Response pipe & tighten battery cable	05.10.10	0.1		
P035	C	Liner - front wheel arch - front RH single - remove/install	76.10.61	0.5	LR058088	1
		Install clip to Dynamic Response pipe & tighten battery cable	05.10.10	0.1		
		Drive in/drive out	02.02.02	0.2		

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 Jaguar Land Rover Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.

Workshop Procedure

1. Remove the right front wheel arch liner (see TOPIX Workshop Manual, section 501-02).
2. Inspect the battery positive cable for any sign of damage to the cable insulation in the area of contact with the Dynamic Response Pipe.
 1. If there are signs of visible damage to the insulation, disconnect the battery and please hold the vehicle until further notice.
 2. If there are no signs of visible damage to the insulation, carry on from step 3.



3. Attach the cable tie to the battery positive cable but do not pull tight at this stage.

1. Attach the clip end to the dynamic response pipe.

4. Pull the cable tie until it is secure around the battery positive cable.

1. Cut off and discard the excess tie.



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5. Install the right front wheel arch liner (see TOPIX Workshop Manual, section 501-02).

Sample Customer Letter

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

Vehicle Identification Number (VIN):
Registration Number:

Date: month/year

IMPORTANT INFORMATION

2014 Model Year Range Rover Sport 3.0L V6 fitted with Dynamic Response System (DRS) Pipes

SAFETY RELATED RECALL

**Subject: Battery Positive Cable Clash with Dynamic Response System (DRS) Pipe
[UKROW-SA]**

Dear Sir/Madam

Land Rover is undertaking a no-charge Safety Recall (Programme P035) to owners of 2014 model year 3.0L V6 diesel vehicles fitted with Dynamic Response System (DRS).

Reason for this programme

A concern has been identified where the battery positive cable on 2014 MY Range Rover Sport SDV6 vehicles fitted with Dynamic Response System (DRS) suspension system may come in to contact with the DRS pipes. In some circumstances the outer protection of the battery cable could become damaged allowing the core of the battery cable to contact the metal DRS pipes. Should the core of the battery cable contact the metal DRS pipes the DRS pipes will carry electrical current and can become heated. As a result, damage to the DRS pipes, and any other components which the DRS pipes are in contact with, will occur.

It is possible that smoke may be seen and fire occur when the vehicle is being driven, when the vehicle is stationary, or when the vehicle has been parked and left unattended.

What Land Rover and your dealer will do

Jaguar Land Rover Limited is carrying out a voluntary recall of the vehicles mentioned above. The Land Rover Authorised Repairer will inspect the pipe and renew where required, and insert a clipping feature to separate the harness and DRS pipes.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimise inconvenience to customers and is expected to take approximately 1 hour, although your Land Rover Approved Service Center may need your vehicle for a longer time due to service scheduling requirements.

What we are asking you to do

Contact your preferred Land Rover Approved Service Center without delay. Provide the Land Rover Approved Service Center with your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number. Ask for a service date for Recall Programme P035. If you do not have a Land Rover Approved Service Center, please access www.landrover.com for Land Rover Approved Service Center addresses, maps and driving instructions.

When you bring your vehicle in to the Land Rover Approved Service Center, please show this letter to the Land Rover Approved Service Center. If you misplace this letter, your Land Rover Approved Service Center will still do the work, free of charge.

If you no longer own the vehicle we would be grateful if you will complete the 'Change of Ownership' slip attached to this letter, returning the slip to Land Rover 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 problems getting your vehicle repaired promptly and without charge, please contact your service center's Service Manager for assistance.

If you have any queries or concerns that your local service center cannot address, please contact Land Rover Customer Relationship center on 0870 850 8447 or (enter telephone number) and one of our representatives will be happy to assist you.

This recall action is being undertaken in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this Recall Action.

We ask that you please treat this matter with the urgency it requires. Land Rover regrets any inconvenience this recall may cause and thanks you for your co-operation.

Yours sincerely

Technical Questions And Answers



FOR USE ON INQUIRY

Land Rover Recall P035

2014 Model Year (MY) Range Rover Sport SDV6 Battery Positive Cable Clash with Dynamic Response System (DRS) Pipes

Main Message: A concern has been identified where the battery positive cable on 2014 MY Range Rover Sport SDV6 vehicles fitted with Dynamic Response System (DRS) suspension system may come in to contact with the DRS pipes. In some circumstances the outer protection of the battery cable could become damaged allowing the core of the battery cable to contact the metal DRS pipes. Should the core of the battery cable contact the metal DRS pipes, the DRS pipes will carry electrical current and can become heated. As a result damage to the DRS pipes, and any other components which the DRS pipes are in contact with, will occur. It is possible that smoke may be seen and fire occur when the vehicle is being driven, when the vehicle is stationary, or when the vehicle has been parked and left unattended.

Question 1

Why is Land Rover recalling certain Range Rover Sport models?

Answer

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2014 MY Range Rover Sport SDV6 Diesel engine derivative vehicles fitted with DRS. Customers will be asked to take their vehicles to an approved repairer to have the installation inspected and an additional clip installed to ensure the correct gap between the battery positive cable and DRS pipes is maintained. It is possible that some vehicles will require a replacement cable.

Question 2

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

Answer

Engineering analysis of two field reports of vehicle fires has revealed that damage to the battery positive cable, as a result of hard contact with the DRS pipes on 2014 MY Range Rover Sport SDV6 vehicles fitted with DRS suspension system, was the cause. The battery cable divides in to two at the point where it passes over the DRS pipes, a ferrule is used to make the joint in the battery cable which is then covered by the cable insulation and a heat shield sleeve. The presence of the ferrule can increase the contact pressure with the DRS pipe resulting in wear through the protective heat sleeve and cable insulation allowing metal to metal contact, therefore making the DRS pipes part of the battery positive circuit.

Question 3

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

Answer

Smoke and potentially flames may be seen from under the bonnet when damage to the battery cable insulation has occurred and resulted in the metal core of the battery cable coming in to contact with the DRS pipe. Should the core of the battery cable contact the metal DRS pipes, the DRS pipes will carry electrical current and can become heated. As a result damage to the DRS pipes, and any other components which the DRS pipes are in contact with, will occur. Should the core of the battery cable contact the metal DRS pipes, the DRS pipes will carry electrical current and can become heated. As a result damage to the DRS pipes, and any other components which the DRS pipes are in contact with, will occur. This can occur during vehicle use, when stationary or when parked and unattended.

Question 4

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover has determined that the potential for arcing to occur could pose a risk to vehicle safety due to the risk of a fire developing.

Question 5

Has Land Rover received many complaints?

Answer

Jaguar Land Rover has received two field reports of vehicle fire which were attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

Jaguar Land Rover has attributed two cases of fire to this issue. There have been no reports of accidents or injuries relating to this concern of which Jaguar Land Rover is aware.

Question 7

How was the condition discovered?

Answer

The condition was identified through Jaguar Land Rover's field reporting process.

Question 8

How long has Land Rover known about this problem?

Answer

The first of the two field report for vehicle fire was received on the 3rd October 2013.

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

Jaguar Land Rover has 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.

Question 10

What has Land Rover done in production?

Answer

Production vehicles will have clips fitted to ensure the correct separation between the harness and DRS pipes.

Question 11

What will Authorised Repairers do to the vehicles?

Answer

Authorised repairers will inspect the battery positive cable for chafing. Where signs of chafing are visible, the dealer will replace the battery positive cable and fit an additional clip to ensure correct separation of the battery positive cable to the DRS pipes. In all cases, an additional clip is installed.

Question 12

Which vehicles are affected by this recall?

Answer

2014 Model Year Range Rover Sport SDV6 vehicles fitted with DRS manufactured as below:- Certain Vehicles within the VIN range SALLWA2PF3EA000016 to SALLWA2FF6EA323768 manufactured between March 2013 and October 2013 at Jaguar Land Rover's Solihull (UK) manufacturing plant are potentially affected.

Question 13

Are other Land Rover 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 Jaguar Land Rover authorised repairers to conduct this repair.

Question 15

How much will the recall cost Land Rover?

Answer

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

Question 16

How do I know if my Range Rover Sport vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Land Rover Authorised Repairer for the work to be carried out.

Question 17

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

Answer

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

Question 18

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

Answer

Customers are advised to contact a Jaguar Land Rover Authorised Repairer should they have any concerns regarding the DRS or Battery systems.

Question 19

Is my car safe to park in my garage?

Answer

As a precautionary measure, until the vehicle has been repaired, we suggest that you park your vehicle outside.

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.