



SERVICE BULLETIN

Safety Recall P004 (NHTSA # 07V-041): Brake Light Switch Replacement

30-APR-13 | No.: SRE07-05 (issue 2) | Section: RECALL | Market: USA

CHANGES ARE HIGHLIGHTED IN GRAY

Land Rover North America, Inc. has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2002-2005 Land Rover Freelander vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$7,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

NOTE: This Recall is the second phase of a two-phase Recall Action to check and then replace the existing brake light switch in all Freelander vehicles. The first phase (designated Recall 'P002') was initiated before the new specification brake light switch was available in sufficient quantities. It provided for inspection to ensure proper operation of the original specification switch.

This Recall Action supersedes Recall Action P002. Any vehicle previously repaired as part of Recall P002 must have the new replacement brake light switch and link lead installed as detailed in this Recall Action. All vehicles in the VIN range are to have the new switch installed.

DESCRIPTION OF DEFECT

A possible defect that relates to motor vehicle safety may exist in some 2002-2005 Freelander vehicles imported by Land Rover North America, Inc.

Land Rover has decided to recall all 2002-2005 model year Freelander vehicles. The brake lights may remain illuminated even when the brake pedal is not depressed. The brake light switch may become maladjusted either as a result of an incorrect setting procedure at vehicle manufacture or as a result of the switch mounting bracket flexing. This allows the brake light switch contacts to remain permanently closed as the switch has reached the extent of its travel. Improperly functioning brake lights could result in the vehicle being involved in a crash.

In an effort to complete vehicle repairs, vehicle owners will be notified via a second Owner's Letter of this Safety Recall and the importance of contacting their Land Rover retailer to schedule an appointment for this work to be performed.

VEHICLES INVOLVED / OWNER NOTIFICATION

A total of approximately 33,247 2002-2005 model year Land Rover Freelander models in the USA, including Guam and Puerto Rico, are involved in this Recall Action. The VIN range for affected vehicles is:

Freelander (L314) VIN: 2A353298-2A399997; 2A200003-2A222663;
3A220225-4A299999; 4A400001-5A491300

Model Year: 2002-2005

Records currently indicate that 9,750 vehicles are still eligible for this program and are subject to this second owner notification. A second owner notification is expected to commence on or before the week of 06 May 2013. The original owner notification occurred in July 2007.

WORKSHOP PROCEDURES

Retailers are to replace the brake light switch with a new specification part. Refer to Technical Bulletin *P004NAS: Brake Light Switch*, for detailed repair instructions.

STATUS CHECKING / VEHICLE IDENTIFICATION

Retailers must check the disposition of any vehicle by using the Land Rover DDW system vehicle history screen. In order to prevent repair duplication, always verify the status of a program using DDW.

PARTS


PART NO.	DESCRIPTION	QTY	% OF VEHICLES REQUIRING PART*
XKB500120	Brake light switch	1	100
YMQ503280	Link lead	1	100

* when ordering parts, order the expected percentage demand of parts identified only

SPECIAL TOOLS

Refer to the Workshop Manual for any required special tools

CLAIM REIMBURSEMENT INFORMATION

 **NOTE:** Always check DDW to verify that the vehicle is affected by this program prior to undertaking any repairs. Repair procedures are under constant review and therefore times and prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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.

Warranty claims should be submitted quoting Program Code P004 together with the relevant Option Code. As Option Codes are used, there is no requirement to enter parts or labor; these are provided for information only. The option including drive in / drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No.	PART DESCRIPTION	QTY.
P004	B	Replace brake lamp switch; install link lead	70.35.89/35	0.10	XKB500120	Brake Light Switch	1
					YMQ503280	Lead Link	1
P004	C	Replace brake lamp switch; install link lead Drive in / drive out	70.35.89/35	0.10	XKB500120	Brake Light Switch	1
			02.02.02	0.20	YMQ503280	Lead Link	1
					-	-	-

Normal warranty policy and procedures apply.

CUSTOMER REIMBURSEMENT PROCESS:

If a customer indicates that they have previously paid for a replacement of the brake lamp switch prior to 23 March 2007 for this defect (vehicle out of warranty), a copy of the repair invoice must be produced as proof of the repair. The Retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims should be submitted quoting Program Code 'P004' and by clicking the 'Related Damage' radio button on the claim submission screen. The claim should be submitted using Option Code 'X' as detailed below and entering the cost to be reimbursed against the Sundry Code 'other'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
P004	X	Re-imbusement to owner	N/A	N/A	Other	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty audit purposes and Warranty Specialist review.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P004 are included in this process. Only one claim per vehicle for related damages will be accepted.

Safety Recall P004: Sample Owner Letter

SAMPLE SECOND OWNER LETTER

May 2013

RE: Safety Recall P004 – Brake Light Switch Replacement

Vehicles Affected: Land Rover Freelander

Model Years: 2002 through 2005

Dear Land Rover Freelander Owner:

This letter is a second notification relating to this Recall Action (P004) and is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. You may have also previously been notified of Recall Action P002, which P004 supersedes. Land Rover has decided that a defect, relating to motor vehicle safety, exists in 2002-2005 Land Rover Freelander vehicles. Our records indicate that your vehicle is affected by this program and has not yet had the work completed. If you have recently had this program completed on your vehicle, you may ignore this notification.

What is the Concern?

Land Rover has identified a concern with the brake light switch and is undertaking a no-charge Recall Action, Program Code P004, for affected vehicles. The fault could result in the brake lights remaining illuminated even when the brake pedal is not depressed. Improperly functioning brake lights could result in the vehicle being involved in a crash.

The initial notification, identified as Recall Action P002, indicated that the new specification replacement parts were not yet available and that an inspection procedure should be performed. This notification is to inform you that the new-specification brake light switch parts are now available to perform the required repair to your vehicle. Regardless of any action that may have been taken under campaign P002, the repair announced in this letter must be performed. The repair will be provided at no charge by your authorized Land Rover Retailer.

What should you do?

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Safety Recall Action P004 completed on your vehicle. Please provide the Retailer with your Vehicle Identification Number (VIN) located in the lower left corner of the windshield.

In the time prior to the Recall repair please be aware of the potential for the brake lights to remain illuminated when the brake pedal is not depressed. A visual inspection will indicate if this problem exists on your vehicle.

What will Land Rover and your Land Rover Retailer do?

Your authorized Land Rover Retailer will perform at no charge the installation of the new-specification replacement brake light switch.

How long will it take?

The repair work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. It is expected to take less than 30 minutes, although your Retailer may need your vehicle for a longer time due to service scheduling requirements.

What you should do if you have already paid to have this repair completed?

If you meet all the following requirements, you are eligible to receive reimbursement:

- You own or have owned a 2002-2005 MY Freelander; and
- You have paid to replace the brake light switch; and
- The repair was performed before 23 March 2007; and
- You have an original or legible copy of the paid repair order or invoice showing:
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover Retailer or licensed repair shop
 - Your name and address at the time of the repair

If you have all of the above information, present it to the Service Manager at your authorized Land Rover Retailer and they will arrange reimbursement of your claim. Please ensure that you retain copies of all of the paperwork supporting this claim.

To avoid delay, please do not send the receipt to Jaguar Land Rover North America.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky
Customer Experience Manager