

Technical Questions And Answers



FOR USE ON INQUIRY

Jaguar Land Rover Recall P047/P048

2011 and 2012 Model Year Land Rover Defender 110 and 130 Front Axle Case

Main Message: A concern has been identified with 2011 and 2012 model year Land Rover Defender 110 and 130 Vehicles Front Axle Case. Reports of oil leaks and in more severe cases wheel, hub assembly and suspension collapses up into the wheel arch have been received. In extreme cases the wheel and hub assembly have detached from the vehicle. If the wheel hub assembly and the suspension collapse or detach from the vehicle, vehicle stability will be compromised and the degree of directional control minimised, this significantly increases the risk of an accident.

Question 1

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

Answer

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

Question 2

Why is Jaguar Land Rover Limited recalling certain Land Rover Defender vehicles?

Answer

Jaguar Land Rover is conducting a safety recall involving certain 2011 and 2012 model year Land Rover Defender 110 Heavy Duty and Standard and 130 Standard Vehicles due to concern with the manufactured condition of the front axle assembly.

Question 3

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

Answer

Extensive investigations have identified a possible concern with the MIG weld that attaches the left hand flange to the axle case for the vehicles included in this safety recall. The weld joint may not, in every case, be the required specification which may, over time and with use, lead to weld fracture. Localised weld fracture may be evident through signs of oil leak. If undetected, the fracture can propagate leading to loss of mechanical strength and ultimately detachment of the axle flange.

Question 4

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

Answer

A customer may be aware of an oil leak from the front axle case. In more severe cases the customer would experience degraded steering feel and vehicle stability control.

Question 5

Does this concern affect vehicle safety?

Answer

If the wheel hub assembly and the suspension collapse or detach from the vehicle, vehicle stability will be compromised and the degree of directional control minimised, this significantly increases the risk of an accident.

Question 6

Has Jaguar Land Rover Limited received many complaints?

Answer

Jaguar Land Rover has received 13 reports for this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

Jaguar Land Rover is aware of two accidents as a result of this concern.

Question 8

How was the condition discovered?

Answer

The condition was first identified through Jaguar Land Rover's Electronic Product Quality Reporting (EPQR) system.

Question 9

How long has Jaguar Land Rover known about this problem?

Answer

Jaguar Land Rover received the first EPQR report for this concern in May 2012. During the course of 2012, 2013 and 2014 a further 12 reports were received. One of these reports from 2014 included an allegation that as a consequence of this defect an accident had occurred. This increased severity prompted the initiation of a formal Critical Concerns Review Group investigation which started in mid-May 2014.

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

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 11

What has Jaguar Land Rover done in production?

Answer

Production vehicles are fitted with an axle case of correct specification.

Question 12

What will Authorised Repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicles to a Land Rover dealer who, in the case of certain 110 and 130 vehicles with Heavy Duty Suspension, will have a correct to specification replacement front axle case installed (recall action P047). All other affected vehicles (P048) will have an additional bracket mounted to the end of the axle case tube around the flange so that in the event of the weld cracking sufficiently to allow the flange to detach, the wheel hub assembly and suspension does not detach. In this condition the vehicle will exhibit an oil leak from the failed weld area. It is also possible that steering feel will be degraded and may be less precise, the steering wheel may be mis-aligned and in this condition vehicle stability and control is fully maintained. Why are some vehicles having a replacement front axle case whilst other vehicles are having an additional bracket mounted to the end of the axle case? Through extensive engineering and data analysis it was identified that Land Rover Defender 110 and 130 vehicles specified with heavy duty suspension and operated in markets designated as significant arduous use are more likely exposed to operating conditions where weld failure is more likely to occur – significant and repetitive shock loading at speed for example on rutted roads. In an abundance of caution, Jaguar Land Rover has decided to replace the front axle case on particular vehicles in these markets. To ensure clear instructions for the repair requirements is provided; two recall action codes have been allocated to align those vehicles requiring axle replacement separately.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2011 and 2012 Model Year Land Rover Defender vehicles manufactured at Land Rover's (UK) manufacturing plant within the following VIN ranges and dates are potentially affected: P047 Land Rover Defender 130 Standard and 110 Heavy Duty Vehicles within the following VIN range: SALLDKVT8BA820578 to SALLDKVT7BA408683 (Selected vehicles within VIN ranges) 1st September 2010 to 5th July 2011 P048 Land Rover Defender 110 Standard Vehicles within the following VIN range: SALLDHMT7BA820580 to SALLDHSS8BA408691 (Selected vehicles within VIN ranges) 1st September 2010 to 5th July 2011

Question 14

Are other Jaguar Land Rover 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

Yes, parts are available.

Question 16

How much will the recall cost Jaguar Land Rover?

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 Land Rover authorised repairer for the work to be carried out.

Question 18

How long does it take for the vehicle 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 2 hours 45 minutes for P047; and for P048 no longer than 1 hour to complete. Naturally, due to dealer 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 Land Rover authorised repairer should they have any concerns regarding their vehicles

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