



# RECALL ACTION

Recall Action  
Number: P019

<b>Subject:</b>  <b>Park Brake Oil Contamination</b>	Publication No.:	P019
	Model:	Defender
	Model Year:	2007-2008
	Build Date:	7 <sup>th</sup> June 2007 – 13 <sup>th</sup> February 2008
	VIN Range:	LD066843 – LD068528 (CKD) LD740135 – LD757662
	Date of Issue:	04 December 2009

<b>To:</b>	<b>All UK Dealer/Authorized Repairers</b>
<b>For the Attention of:</b>	<b>The Managing Director</b>
<b>Copies To:</b>	<b>The Service/Aftersales Director/Manager The Parts Director/Manager</b>

## RE: Park Brake Oil Contamination

A concern has been identified with the park brake fitted to 2007-2008MY Defender vehicles built between 7<sup>th</sup> June 2007 and 13<sup>th</sup> February 2008.

The shoes of the parking brake could be contaminated with oil which had leaked from the transfer box through the rear output shaft felt seal. Where oil from the transfer box has impregnated the park brake shoes, the park brake may not hold the vehicle when the park brake lever is applied and the vehicle may instantaneously roll. Transfer box oil contamination of the park brake shoes and brake drum leads to a loss of friction between the brake shoe lining and the brake drum friction surface such that the park brake drum when engaged will not hold the vehicle stationary on a gradient.

**Note: UK MOT test standard is for the vehicle to hold on a 16 degrees incline.**

### Action to be taken

Land Rover has taken the decision to recall affected vehicles to renew the transfer case rear output shaft seal and where necessary the brake shoes will also be replaced.

For the workshop procedure see Appendix 1.

Land Rover will be writing to customers with vehicles affected by this Recall requesting them to contact their preferred Authorized Dealer as soon as possible to arrange for the rework action to be carried out at the earliest opportunity. A copy of the customer letter is attached as Appendix 2.

**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.**

**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 please contact the Field Actions team at [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com).**

For information purposes, a Technical Question and Answer document is attached as Appendix 3.

## Parts Information

The parts from Table 1 should be ordered from Land Rover Parts in the normal manner.

**Table 1**

Part Number	Description	Model	Qty
FRC2464	Felt Washer	All	1
ICW500010	Brake shoe kit	All	1
NZ606042	Propshaft nuts	Defender 110 and 130	4
NY606042	Propshaft nuts	Defender 110 and 130	4
NZ606042	Propshaft nuts	Defender 90	8

## Warranty Information

Warranty Claims should be submitted quoting the program code **P019** together with the relevant option code from Table 2. 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.

**Table 2**

Program code	Option	Description	SRO	Time	Parts	Qty
P019	B	<b><u>Defender 90 only</u></b> Replace transfer case rear output shaft felt washer	41.20.53	0.9	FRC2464 NZ606042	1 8
P019	C	<b><u>Defender 90 only</u></b> Replace transfer case rear output shaft felt washer Drive in/drive out	41.20.53 02.02.02	0.9 0.2	FRC2464 NZ606042	1 8
P019	D	<b><u>Defender 90 only</u></b> Replace transfer case rear output shaft felt washer and replace brake shoes	70.45.89.29	1.1	FRC2464 ICW500010 NZ606042 ZZZ001	1 1 8 £2.00
P019	E	<b><u>Defender 90 only</u></b> Replace transfer case rear output shaft felt washer and replace brake shoes Drive in/drive out	70.45.89.29 02.02.02	1.1 0.2	FRC2464 ICW500010 NZ606042 ZZZ001	1 1 8 £2.00
P019	F	<b><u>Defender 110/130 only</u></b> Replace transfer case rear output shaft felt washer	41.20.53	0.9	FRC2464 NZ606042 NY606042	1 4 4
P019	G	<b><u>Defender 110/130 only</u></b> Replace transfer case rear output shaft felt washer Drive in/drive out	41.20.53 02.02.02	0.9 0.2	FRC2464 NZ606042 NY606042	1 4 4
P019	H	<b><u>Defender 110/130 only</u></b> Replace transfer case rear output shaft felt washer and replace brake shoes	70.45.89.29	1.1	FRC2464 ICW500010 NZ606042 NY606042 ZZZ001	1 1 4 4 £2.00
P019	J	<b><u>Defender 110/130 only</u></b> Replace transfer case rear output shaft felt washer and replace brake shoes Drive in/drive out	70.45.89.29 02.02.02	1.1 0.2	FRC2464 ICW500010 NZ606042 NY606042 ZZZ001	1 1 4 4 £2.00



An allowance equivalent to £2.00 sterling has been provided to cover the cost of a small amount of transfer box oil which may be required to top up the system when the brake shoes are replaced due to oil contamination.

**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.**

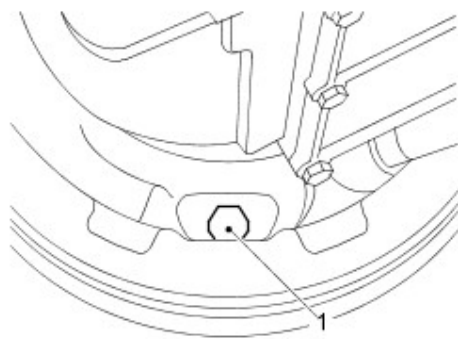

Warranty Claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.

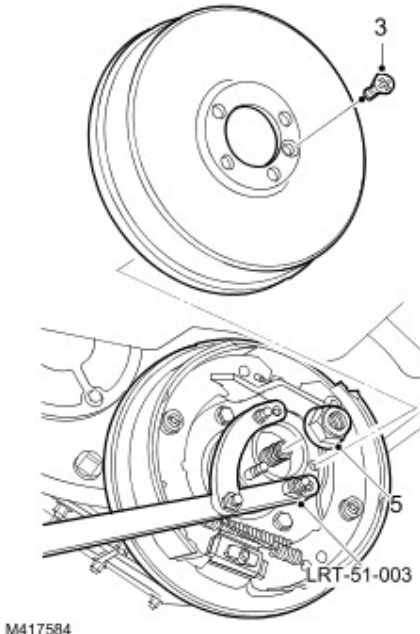
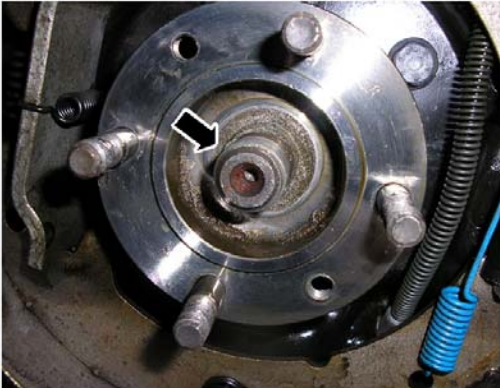
Yours faithfully

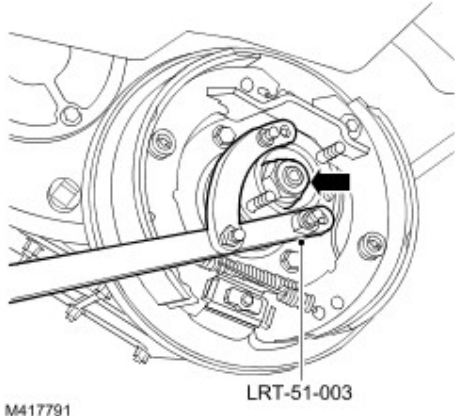
K Phelps  
Director - Service Operations

**Attached**     **Appendix 1 – Workshop Procedure**  
                  **Appendix 2 – Sample Customer Letter**  
                  **Appendix 3 – Technical Q & A**

## Appendix 1 – Workshop Procedure

	<b>All Vehicles</b>	
1	Loosen brake shoe adjuster bolt (see Fig. 1).	 M417785
		Fig. 1
2	Remove rear driveshaft (see Global Technical Reference GTR Workshop Manual, section: 205-01).	
	<b>Defender 90 Short Wheel Base vehicles Only</b>	
3	<p><b>NOTE: The two exhaust fixings are reusable provided they are serviceable.</b></p> <p>Undo and remove the two exhaust fixings.</p> <ul style="list-style-type: none"> <li>• Reposition exhaust to allow brake drum removal (see Fig. 2).</li> </ul>	 M701238
		Fig. 2
	<b>All Vehicles</b>	
4	Remove screw securing brake drum.	
5	Remove brake drum.	

6	<p><b>NOTE: The drive flange nut and washer are re-usable provided they are serviceable.</b></p> <p>Restrain transfer case drive flange using LRT-51-003, remove drive flange nut and washer (see Fig. 3).</p>	 <p>M417584</p>
		Fig. 3
7	<p>Remove and discard felt washer (see Fig. 4).</p>	 <p>M701239</p>
		Fig. 4
	<b>Installation</b>	
8	<p><b>NOTE: The brake shoe springs and dished washer are re-usable provided they are serviceable.</b></p> <p>If contaminated with oil, install new parking brake shoes (see Global Technical Reference GTR Workshop Manual, section: 206-05).</p>	
9	Install a new felt washer.	

10	Position LRT-51-003, install drive flange nut and washer and tighten to 148 Nm (109 lbf. ft) (see Fig. 5).	
		Fig. 5
11	Position brake drum and tighten screw.	
12	Align and adjust parking brake shoe (see Global Technical Reference GTR Workshop Manual, section: 206-05).	
	<b>Defender 90 Short Wheel Base vehicles Only</b>	
13	Reposition exhaust. <ul style="list-style-type: none"> <li>Install and tighten the two exhaust fixings to 30 Nm (22 lbf.ft).</li> </ul>	
	<b>All Vehicles</b>	
14	<p><b>NOTE: On all vehicles, the nyloc nuts (NZ606042) must be installed to the transmission brake coupling.</b></p> <p><b>NOTE: On Defender 90 vehicles only, the nyloc nuts (NZ606042) must be installed to the rear differential coupling.</b></p> <p><b>NOTE: On Defender 110 and 130 vehicles only, the nyloc nuts (NY606042) must be installed to the rear differential coupling.</b></p> <p>Install rear driveshaft (see Global Technical Reference GTR Workshop Manual, section: 205-01).</p>	
15	If oil contamination of the parking brake shoes was evident. Check that the transfer case oil is at correct level.	



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**Appendix 2 – 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**

### **2007 to 2008 Model Year Defender Vehicles**

### **SAFETY RELATED RECALL**

#### **Subject: Park Brake Oil Contamination**

Dear Sir/Madam

Land Rover is undertaking a no-charge Recall (Programme Number P019) to owners of 2007 to 2008 model year Defender vehicles built between the 7<sup>th</sup> June 2007 and 13<sup>th</sup> February 2008.

#### **Reason for this programme**

Land Rover have been made aware of a small number of cases where; as a result of oil leaking past the rear output shaft felt seal of the transfer box, the park brake shoes have become contaminated with oil and the customer has reported that when correctly applied the park brake has not held the vehicle satisfactorily.

#### **What Land Rover and your dealer will do**

Land Rover is carrying out a voluntary recall of the vehicles mentioned above. Land Rover Dealerships will renew the transfer case rear output shaft felt seal and where necessary the brake shoes will also be replaced.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one hour, although your dealer 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 dealer without delay. Provide the dealer 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 P019. If you do not have a servicing dealer, please access [www.landrover.com](http://www.landrover.com) for dealer addresses, maps and driving instructions.

When you bring your vehicle in to the dealer, please show this letter to the dealer. If you misplace this letter, your dealer 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 dealership's Service Manager for assistance.

If you have any queries or concerns that your local dealer cannot address, please contact Land Rover Customer Relationship Centre 0870 850 8447 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

A handwritten signature in black ink, appearing to read "S. Cafearo", followed by a short horizontal line.

Steve Cafearo  
Land Rover Customer Care Manager



## Appendix 3 – Technical Q &amp; A

<h1>Technical Q&amp;A</h1>	
FOR USE ON INQUIRY	
Recall Land Rover P019	
<i>Land Rover Defender 2007 to 2008 MY</i>	

**Main Message:**

Land Rover has received three reports where the customer complained of the park brake not holding correctly. In all three cases the Authorized Repairer determined that the park brake was not holding due to the brake shoes being impregnated with oil from the transfer box as a result of a loose flange nut on the output flange of the transfer box allowing oil from the transfer box to migrate onto the brake shoes.

Since May 2009 a further nine reports of oil contaminated park brake shoes have been received alleging poor park brake performance which the dealer has determined is as a result of oil impregnated park brake shoes due to an oil leak from the transfer box output shaft seal. In addition to this, post May 2009 there have been further field reports where Authorized Repairers have reported oil leaking from the same seal on to the park brake shoes with no report of poor park brake performance from the customer. There have been a further 5 dealer field reports where the dealer has discovered an oil leak from the output seal whilst undertaking other vehicle service activities.

In all the above cases oil was identified to be leaking between the transfer output shaft and the drive hub due to damage of the felt washer which is designed to seal the joint. Once oil leaks out of the centre of the drive flange it tracks down into the park brake drum and can lead to contamination of the park brake shoes which can render the park brake ineffective.

Oil leaks past the felt sealing washer due to damage to the washer that occurs during the transfer case assembly process. The felt washer is subjected to a shear force during the tightening process of the output shaft flange retaining nut and washer. The shear force rips the top surface of the felt washer which becomes trapped between the drive flange, the washer and nut. The recess in which the rear output shaft felt washer sits does not accommodate the full thickness of the felt washer.

**Q1. Why is Land Rover recalling these vehicles?**

- A. Some customers have reported that the park brake has failed to hold their vehicle when parked on an incline. Oil from the transfer box is contaminating the park brake shoes reducing the performance of the park brake mechanism.

**Q2 What are the build dates of the vehicles involved?**

- A VIN Range: LD740135 to LD757662  
LD066843 to LD068258  
Build dates: 7/06/2007 to 13/02/08

**Q3 What would be the effect of this condition?**

- A Where oil from the transfer box has impregnated the park brake shoes, the park brake may not hold the vehicle when the park brake lever is applied and the vehicle may

instantaneously roll. Transfer box oil contamination of the park brake shoes and brake drum leads to a loss of friction between the brake shoe lining and the brake drum friction surface such that the park brake when engaged will not hold the vehicle stationary on a gradient.

**Q4 How would the customer become aware of potentially having this concern?**

A The customer may notice reduced performance of the park brake over time and may also see visible signs of a minor oil leak such as oil spots under the vehicle.

**Q5 How long have you known about this?**

A The first reports confirming that as the cause of poor park brake performance were received in May 2009.

**Q6 How did you find out about it?**

A The condition was identified by field reports from Land Rover Authorized Repairers.

**Q7 Have there been any accidents or incidents as a result of this?**

A. Land Rover is aware of one instance where it is alleged that a vehicle rolled into another vehicle due to this issue.

**Q8 What exactly is being done to the vehicles?**

A Authorized Repairers will remove the rear propshaft and brake drum. Inspect for oil contamination. Degrease brake drum /back plate and replace hand brake shoes as required. Remove drive flange nut and washer. Replace felt washer with a rubber washer and reassemble.

**Q9 How long will the work take?**

A The repair will take approximately one hour.

**Q10 Why have customers not yet received letters telling them to go into their dealerships?**

A Investigation was required to understand the issue and to formulate a suitable resolution.

**Q11 Is it safe for customers to continue to drive their vehicle?**

A. Customers can continue to use their vehicles as long as they ensure that the park brake is holding prior to fully releasing the foot operated service brake. Land Rover recommends that customers follow the guidance for parking a Defender vehicle on a slope contained in the owner's handbook. When parking facing uphill select first gear and turn the steering wheel so that the front wheels face away from the kerb. When parking facing downhill select reverse gear and turn the steering wheel so that the front wheels face towards the kerb. Should a customer have any concerns about the performance of the park brake of their vehicle they should contact a Land Rover approved repairer immediately.

**Q12 This is not the first recall on Land Rover vehicles. What faith can we possibly have in Land Rover products when your quality seems to be so poor?**

A. Land Rover takes responsibility to ensure it provides the best possible protection for its customers by updating its product in respect to vehicle safety systems as they identify improvements.