



SAFETY RELATED RECALL

Global Recall Action
Number: N845

Subject: Oil Cooler Pipe Joint Integrity Concern	Publication No.: N845
	Model: Range Rover (LK)
	Model Year: 2024
	Date of Issue: 06 December 2023

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

On certain 2024 model year Range Rover vehicles specified with V8 Petrol engines where the fixings used to secure the engine mounted oil cooler pipes have been found to have inadequate thread engagement. This could result in the threads in the pipe joint becoming stripped and pipes becoming loose and may separate from the joint.

Where the oil cooler hose becomes loose or separates, significant volumes of engine oil will leak out onto the road surface. This could lead to a skid hazard for other road users especially more vulnerable road users such as motorcyclists and increases the risk of a crash.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V790.

Transport Canada (TC) reference number: 2023-631.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2024MY Land Rover Range Rover vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N845

Parts Information

The parts below should be ordered through JLR in the normal manner.

NOTE:

If part number FS106256 is not available, order RYG500250. These parts are alternatives and are interchangeable.

An allowance equivalent to £5 GBP has been provided to locally source engine oil top up.

Description	Part Number/Sundry	Qty/Value	% Of Vehicles Requiring This Part*
Bolt - M6 x 25mm	RYG500250	As required	70%
Bolt - M6 x 25mm	FS106256	As required	70%
Engine oil cooler pipe	LR185409	1	15%
Engine oil cooler pipe	LR185408	1	15%
Engine oil cooler pipe nut	FX106046	2	15%
Engine oil top up	ZZZ999	£5	15%

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO	Time
Engine oil cooler pipe - Inspection pass - No further action	99.03.03	0.3
Engine oil cooler pipe - Inspection fail - Replace 1 stud with 1 bolt	99.03.04	1.3
Engine oil cooler pipe - Inspection fail - Replace 2 studs with 2 bolts	99.03.05	1.4
Engine oil cooler pipe - Inspection fail - Install 2 new oil cooler pipes	99.03.07	1.7
Drive in/drive out	02.02.02	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N845 with option code X. In this instance it will also be necessary to enter the parts from the parts information table and the relevant SROs from the warranty information table.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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[REMOVAL AND INSTALLATION: SERVICE INSPECTION](#)

SERVICE INSPECTION

All vehicles

NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

1. Remove the front right wheel and tire assembly (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

2. Remove the front right splash shield.

- Remove the bolt.
 - Torque: **5 Nm**
- Remove the fastener.
- Remove the clip.
- Reposition the front right wheel arch liner.



3. Locate both engine oil cooler pipe joints.



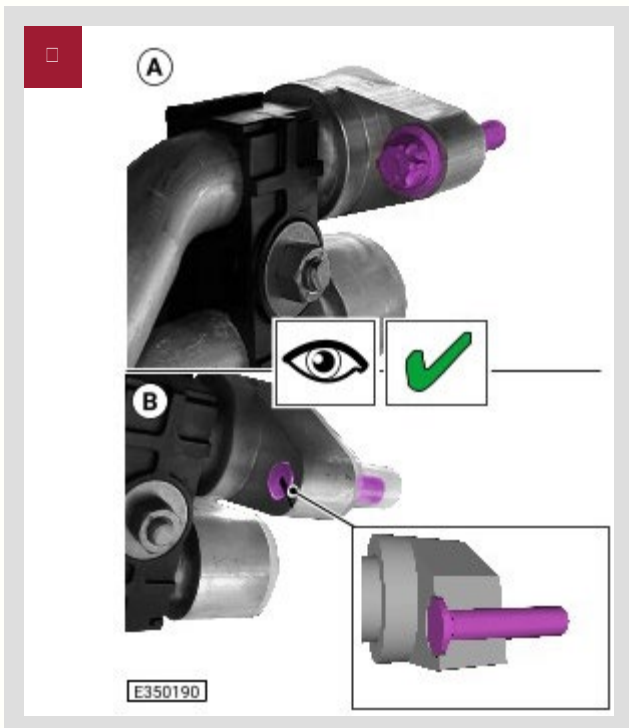
4.

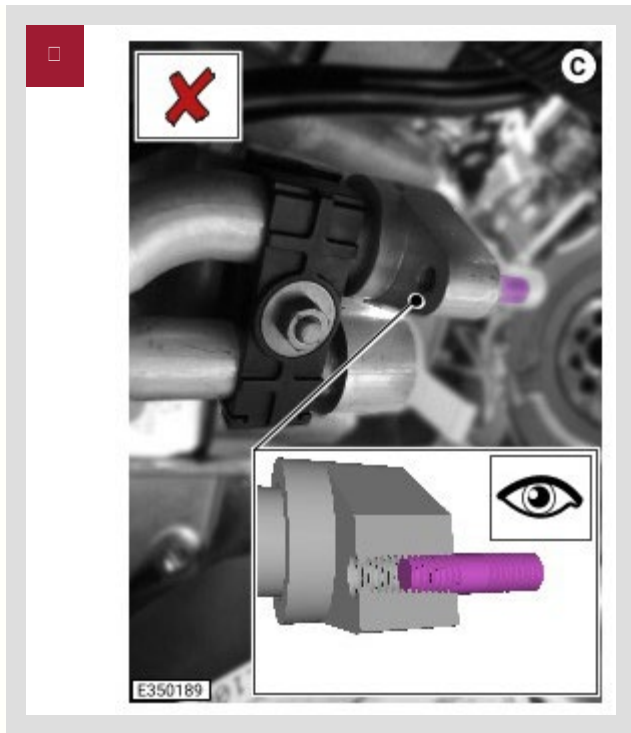
NOTES:

- The image labeled 'A' shows a reworked engine oil cooler pipe with a suitable bolt installed through the joint from the rear of the vehicle.
- The image labeled 'B' shows a new level engine oil cooler pipe with a suitable stud installed through the joint from the rear of the vehicle. The stud can be seen from the rear of the joint.
- The image labeled 'C' shows an previous level engine oil cooler pipe with a stud installed into the joint from the front of the vehicle. The stud cannot be seen from the rear of the joint.
- Use a suitable mirror to inspect the rear of both engine oil cooler pipe joints.

Inspect the fixings/studs on both engine oil cooler pipes.

- If **BOTH** engine oil cooler pipes **ARE** installed with **EITHER** the reworked fixing or the new level stud shown in the image 'A' and 'B' with a **GREEN '✓'**, the vehicle has **PASSED** the inspection. Reverse steps 1 to 3 and release the vehicle.
- If **1 or BOTH** engine oil cooler pipes **ARE** installed with a previous level stud as shown in the image 'C' with a **RED 'X'**, the vehicle has **FAILED** the inspection. Continue to the **SERVICE INSTRUCTION A**. To renew the previous level studs that have failed the inspection.





SERVICE INSTRUCTION A

NOTE:

Only complete the follow instructions for engine oil cooler pipes that have **FAILED** the SERVICE INSPECTION.

1. Remove the engine undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Engine Undershield).

2.

CAUTION:

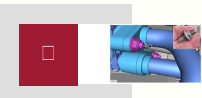
Do not allow the engine oil cooler pipes to separate during this step. Failure to follow this instruction may result in loss of engine oil.

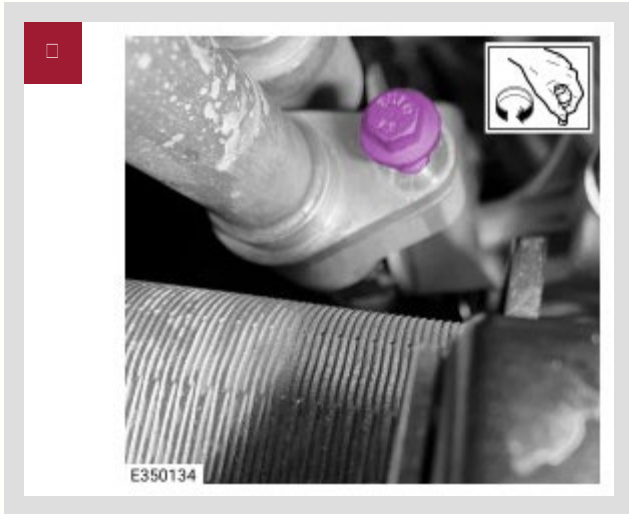
NOTE:

The stud should release from the engine oil cooler pipe during the removal of the nut.


Remove the nut/stud assembly.

- If a stud cannot be removed from an engine oil cooler pipe when removing the nut, additional attempts must be made using different techniques. For example, the double nut / jam nut method, using a stud extractor or tightening the nut to 15 Nm and removing the nut again.
 - If a stud still cannot be removed from the engine oil cooler pipe, continue to **SERVICE INSTRUCTION B**





3.

 **NOTE:**

Make sure the bolt is initially started by hand before tightening.

Install the new M6 x 25 mm bolt into the engine oil cooler pipe from the front of the vehicle.

- Torque: **10 Nm**
- If the bolt cannot be started by hand **OR** the bolt cannot be tightened to specification, continue to **SERVICE INSTRUCTION B**.

4. Install the engine undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Engine Undershield).

5. Install the front right splash shield.

- Reposition the front right wheel arch liner.
- Install the bolt.
 - Torque: **5 Nm**
- Install the fastener.
- Install the clip.




6. Install the front right wheel and tire assembly (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

7. Release the vehicle.

SERVICE INSTRUCTION B



2.

 **NOTE:**


Be prepared to catch escaping engine oil.

Disconnect the engine oil cooler pipes.

- Remove the nut.

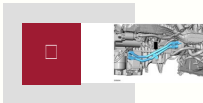


3.

 **NOTE:**

Be prepared to catch escaping engine oil.

Remove the engine oil cooler pipes.



4. Visually inspect the engine oil cooler feed and return hoses O-ring seals.

- If the engine oil cooler feed and return hoses O-ring seals are found damaged the engine oil cooler feed and return hoses must be renewed, as part of a separate warranty claim.



5. Remove the bracket from the old engine oil cooler pipes and install onto the new engine oil cooler pipes.



6. Install the engine oil cooler pipes.



7. Secure the engine oil cooler pipes.

- Install and tighten the nut.
 - Torque: **18 Nm**



8. Secure the engine oil cooler pipes bracket.

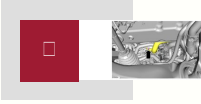
- Install and tighten the nut.
 - Torque: **10 Nm**





9. Connect the engine oil cooler feed hose.

- Torque: **10 Nm**



10. Connect the engine oil cooler return hose.

- Torque: **10 Nm**



11. Install the engine undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Engine Undershield).

12. Install the front right splash shield.

- Reposition the front right wheel arch liner.
- Install the bolt.
 - Torque: **5 Nm**
- Install the fastener.
- Install the clip.



13. Install the front right wheel and tire assembly (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

14. Check the engine oil level, top up as required (see TOPIx Workshop Manual section 303-01C: Specifications).

15. Release the vehicle.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

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

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N845

Date: month/year

SAFETY RELATED RECALL - Range Rover vehicles - Oil Cooler Pipe Joint Integrity Concern

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified on certain 2024 model year Range Rover vehicles specified with V8 Petrol engines where the fixings used to secure the engine mounted oil cooler pipes have been found to have inadequate thread engagement. This could result in the threads in the pipe joint becoming stripped and pipes becoming loose and may separate from the joint.

Where the engine oil cooler pipe becomes loose or separates, significant volumes of engine oil will leak out onto the road surface. This could lead to a skid hazard for other road users especially more vulnerable road users such as motorcyclists and increases the risk of a crash.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will inspect the engine oil cooler pipe fixings and replace if required. Oil cooler pipes may be replaced if the installed stud cannot be removed successfully.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited 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 concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover N845

2024 Model Year Range Rover V8 petrol engine oil cooler pipe joint integrity

A concern has been identified on certain 2024 model year Range Rover vehicles specified with V8 Petrol engines where the fixings used to secure the engine mounted oil cooler pipes have been found to have inadequate thread engagement. This could result in the threads in the pipe joint becoming stripped and pipes becoming loose and may separate from the joint.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Question 2

Why is Jaguar Land Rover recalling certain Land Rover models?

Answer

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2024 model year Range Rover vehicles due to a risk of engine oil cooler pipes becoming loose.

Question 3

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

Answer

Where the oil cooler pipe becomes loose or separates, significant volumes of engine oil will leak out onto the road surface. This could lead to a skid hazard for other road users especially more vulnerable road users such as motorcyclists and increases the risk of a crash.

Question 4

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

Answer

Customers could see a low oil level/pressure red warning light on instrument cluster. Customers may also notice the presence of oil underneath the vehicle due to oil leakage from the engine compartment.

Question 5

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover has determined this issue represents an unreasonable risk to safety.

Question 6

Has Jaguar Land Rover received many complaints?

Answer

Jaguar Land Rover has received one report which was attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which Jaguar Land Rover is aware.

Question 8

How was the condition discovered?

Answer

The condition was identified in production.

Question 9

How long has Jaguar Land Rover known about this problem?

Answer

Jaguar Land Rover has been aware of the issue since September 2023.

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 make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has Jaguar Land Rover done in production?

Answer

Jaguar Land Rover has implemented a new design of fixings to make sure correct thread engagement.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Authorized repairers will inspect the engine oil cooler pipes fixings and replace them if required. Oil cooler pipes may be replaced if the installed stud cannot be removed successfully.

Question 13

Which vehicles are affected by this recall?

Answer

2024 model year Range Rover: Range Rover SALK19E93RA089547 to SALKP9E91RA098889 (Specific vehicles within these Vehicle Identification Number (VIN) range)

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

Parts are available for Jaguar Land Rover authorized repairers to conduct this repair.

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 Jaguar Land Rover Authorized Repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at Rover or Jaguar Brand web site <https://www.landroverusa.com/ownership/vin-recall.html> Other countries, customers can also use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than two hours and ten minutes to complete. Naturally, due to retailer 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

Until such time as the recall is completed, customers are advised to be extra vigilant to the presence of oil deposits underneath their vehicle and when operating the vehicle, a red oil level/pressure warning light on the instrument cluster and seek qualified assistance before continuing the journey. Customers are advised to contact a Jaguar Land Rover Authorized Repairer should they have any concerns regarding their vehicle.

Note:

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Media office on +44-(0)2475-361000 or jlrmmedia@jaguarlandrover.com