



SERVICE ACTION

Service Action Number:
Q049

Subject:

Engine Oil Pan Damage

Publication No.:	303-Q049v3
Model:	Defender Puma Diesel
Model Year:	2007 and 2008
VIN Range:	LD 732615 – LD 758400
Date of Issue:	20 March 2009
Expiry Date:	31 July 2010

To:	All UK Authorized Repairers
For the Attention of:	The Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information:	This Service Action is being re-issued due to the low response rate. Please make every effort to ensure all remaining vehicles are repaired as detailed before this campaign expires in July 2010.
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RE: Engine Oil Pan Damage

Dear Colleagues

During extended periods of front suspension articulation such as off-road vehicle use, the universal joint between the front propshaft and the differential can come into contact with the vehicle sump. This can lead to the sump being breached and the loss of the engine oil.

When the vehicle is being operated at the extremes of front suspension articulation, the driver may report knocking noises emanating from the underneath of the vehicle. In severe cases where the sump is breached, complete loss of the engine oil may occur and may lead to irreparable damage of the engine.

This Service Action affects 2007/8MY Defender fitted with the Puma Diesel engine.

Action to be taken

At the next service opportunity you are requested to visually inspect the oil pan and where necessary the latest level of the oil pan should be fitted. For the workshop procedure please refer to Appendix 1.

Please ensure all unsold vehicles are repaired prior to handover to the customer.

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, please contact the Land Rover Field Actions team by e-mail at jircamp@jaguarlandrover.com.

At the time of confirming a booking for vehicle repair, please ensure 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.

Parts Information

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

An allowance equivalent to £4.00 Sterling will be paid to cover the cost of oil required.

Note: The allowance for oil should only be claimed if the repair is not carried out during the course of a normal service.

Table 1

Description	Part Number	Quantity
Oil pan	LR007598	1
Sealant	STC50550	1

Warranty Information

Table 2 – SROs

Description	SRO	Time
Visually inspect oil pan – no further action required	05.10.01	0.1
Renew the oil pan	12.60.44	1.0
Drive in/drive out	02.02.02	0.2

GACES Direct Dealer Warranty

Warranty Claims should be submitted quoting program code **Q049**, together with the relevant option code from Table 3. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter parts or labor; these are repeated here for information only.

Table 3

Program Code	Option	Description	SRO	Time	Part No./ Sundry Item	Qty./ £
Q049	A	Visually inspect oil pan – no further action required	05.10.01	0.1	N/A	N/A
Q049	K	Visually inspect oil pan – no further action required Drive in/drive out	05.10.01 02.02.02	0.1 0.2	N/A	N/A
Q049	B	Renew the oil pan	12.60.44	1.0	LR007598 STC50550 ZZZ001	1 1 £4.00
Q049	C	Renew the oil pan Drive in/drive out	12.60.44 02.02.02	1.0 0.2	LR007598 STC50550 ZZZ001	1 1 £4.00
Q049	D	Renew the oil pan (repair carried out during normal service)	12.60.44	1.0	LR007598 STC50550	1 1
Q049	E	Renew the oil pan (repair carried out during normal service) Drive in/drive out	12.60.44 02.02.02	1.0 0.2	LR007598 STC50550	1 1

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 Service Action.

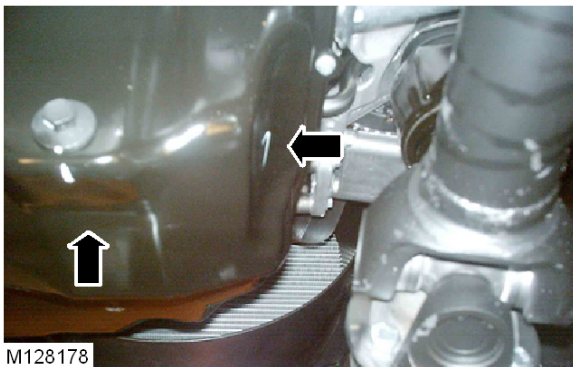
Yours faithfully

A handwritten signature in black ink, appearing to read "K Phelps", with a stylized flourish at the end.

K Phelps
Director – Service Operations

Appendix 1: Workshop procedure

Appendix 1 – Workshop Procedure

Item	Description	
1	<p>Note: The latest level oil pan has two indentations (see Fig. 1).</p> <p>Visually inspect the oil pan.</p> <ul style="list-style-type: none"> If the oil pan is the latest level, no further action is required. If not the latest level, carry out step 2. 	 <p>M128178</p>
		Fig. 1
2	Install a new oil pan (see Global Technical Reference (GTR) Workshop Manual, section: 303-01).	