



SERVICE ACTION

Service Action Number:
Q054

Subject: Brake Pipe Contact with Heat Shield	Publication No.:	206-Q054
	Model:	Defender Right-Hand Drive with ABS
	Model Year:	2007 to 2008
	VIN Range:	LD 732615 – LD 752724
	Date of Issue:	22 October 2008
	Expiry Date:	31 October 2010

To:	All Authorized UK 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 valid for two years only. Repairs must be complete and Warranty Claims accepted for payment prior to the expiry date at the top of this Service Action.
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RE: Brake Pipe Contact with Heat Shield

Dear Colleagues

A limited number of 2007/8MY Defender vehicles may have been manufactured away from process and in some cases; the rear brake pipe may have been incorrectly routed/fitted resulting in reduced clearance/contact with the heat shield. If the rear brake pipe is in contact with the heat shield, this may result in the brake pipe wearing through.

Action to be taken

You are requested to contact the owners of the affected vehicles and request that the vehicle is made available at the earliest opportunity so it can be inspected and where necessary the brake pipe be re-routed or replaced. A sample customer letter for you to use is attached as Appendix 1. The workshop procedure is attached as Appendix 2.

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

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

Table 1

Description	Part Number	Qty
Brake Pipe (left)	SGB501880	1
Brake Pipe (right)	SGB501890	1
Brake Fluid	SIJ500040	2

Warranty Information

Table 2 – SROs

Description	SRO	Time
Inspect rear brake pipe clearance – no further action	70.25.89/35	0.1
Inspect rear brake pipe, re-route and clip	70.25.89/36	0.1
Inspect and replace rear brake pipe	70.25.89/37	0.6
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code Q054 together with the relevant option code from Table 3 of this Service Action. This will result in payment of the stated time. As option codes are used, there is no requirement for you to enter SROs or parts; these are repeated here for information only.

The option that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Table 3

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME	PARTS	QTY
Q054	A	Inspect brake pipe clearance - no further action	70.25.89/35	0.1	N/A	N/A
Q054	K	Inspect brake pipe clearance - no further action Drive in/drive out	70.25.89/35 02.02.02	0.1 0.2	N/A	N/A
Q054	B	Inspect brake pipe, re-route and clip	70.25.89/36	0.1	N/A	N/A
Q054	C	Inspect brake pipe, re-route and clip Drive in/drive out	70.25.89/36 02.02.02	0.1 0.2	N/A	N/A
Q054	D	Inspect and replace rear left brake pipe to the ABS modulator	70.25.89/37	0.6	SGB501880 SIJ500040	1 2
Q054	E	Inspect and replace rear left brake pipe to the ABS modulator Drive in/drive out	70.25.89/37 02.02.02	0.6 0.2	SGB501880 SIJ500040	1 2
Q054	F	Inspect and replace rear right brake pipe to the ABS modulator	70.25.89/37	0.6	SGB501890 SIJ500040	1 2
Q054	G	Inspect and replace rear right brake pipe to the ABS modulator Drive in/drive out	70.25.89/37 02.02.02	0.6 0.2	SGB501890 SIJ500040	1 2



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

Attached: Appendix 1 – Sample Customer Letter
 Appendix 2 – Workshop Procedure



Appendix 1 – 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 INFORMATION**2007/8 Model Year Defender Vehicles**
Brake Pipe Contact with Heat Shield – Q054

Land Rover is providing a no-charge Customer Satisfaction Program (Programme Number Q054) to owners of 2007/8 model year right-hand drive Defender vehicles fitted with the Anti-lock Braking System (ABS).

Reason for this program

Land Rover has contacted us to make us aware of a potential quality concern with your vehicle. One of the brake pipes that feeds the rear brakes may have been incorrectly routed/fitted resulting in reduced clearance/contact with the heat shield. In the event that the brake pipe wears so creating a brake fluid leak, the fluid level warning indicator will be illuminated; if all warnings are ignored, brake fluid loss will continue and brake pedal travel will progressively extend and braking efficiency will diminish.

What your dealer will do

The dealer/authorized repairer will check the brake pipe, re-route it or change it if necessary. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this program.

How long will it take?

The time to repair your vehicle is approximately 40 minutes. However, due to service scheduling requirements, your vehicle may be required for a longer period of time.

What we are asking you to do

Call us or your preferred Land Rover dealer without delay, quoting your Vehicle Identification Number (located at the beginning of this letter) and vehicle registration number. Ask for a service date and whether parts are in stock for Customer Satisfaction Programme Q054. If you do not have a servicing dealer, please access www.landrover.com for dealer addresses, maps and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

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 have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.



If you still have concerns, please contact the Land Rover Customer Relationship Centre and one of our representatives will be happy to assist you.




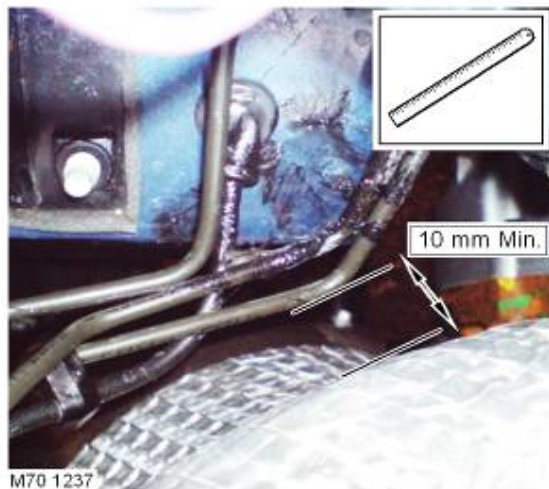
Call: 0870 850 8447, Office Hours: Monday-Friday: 8.30AM – 5.30PM


Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal

Appendix 2 – Workshop Procedure

Item	Description	
1	Open hood.	
2	<p>Note: Correct right-hand brake pipe routing shown (left-hand brake pipe is shown next to right-hand brake pipe).</p> <p>Inspect brake pipe(s) from the ABS modulator for correct routing (see Fig. 1, 2 and 3).</p>	 <p>Fig. 1</p>
	 <p>Fig. 2</p>	 <p>Fig. 3</p>
3	Inspect brake pipe(s) for damage (by the heat shield) and that there is a 10mm gap between the brake pipe and the heat shield (see Fig. 4).	 <p>Fig. 4</p>
	<p>If the brake pipe(s) are not damaged, and are correctly routed – no further action required. If the brake pipe(s) are not damaged, and are incorrectly routed, carry on from step 4. If brake pipe(s) are damaged, carry on from step 5.</p>	
4	Unclip brake pipe(s) and re-route to correct position ensuring a 10mm gap between brake pipe and heat shield (see Fig. 1, 2, 3 and 4) - no further action required.	

5	Reposition the coolant expansion tank. <ul style="list-style-type: none"> • Unclip the brake booster pipe from the coolant hose. • Remove bolt from coolant expansion tank. • Reposition and tie aside the coolant expansion tank.
6	<p>CAUTION:  Place a container under the brake pipe unions to catch escaping brake fluid.</p> <p>Note: Use a suitable blanking plug to prevent brake fluid leakage.</p> Disconnect the damaged brake pipe from the bulkhead union.
7	Disconnect the union at the other end of the brake pipe.
8	Unclip the brake pipe.
9	Remove the brake pipe from the vehicle.
10	<p>Note: Remove the blanking plug.</p> Connect the new brake pipe to the union on the bulkhead.
11	Connect the new brake pipe to the union at the other end of the brake pipe.
12	Position the new brake pipe in the clips.
13	Tighten both brake unions to 16 Nm (12lbf.ft).
14	Install the coolant expansion tank. <ul style="list-style-type: none"> • Reposition the coolant expansion tank. • Install and tighten the bolt. • Secure the brake booster pipe.
15	<p>Note: To ensure correct operation, the ABS system MUST be tested using IDS/T4.</p> Bleed the brake system (see Global Technical Reference GTR Workshop Manual, section: 206-00).