



# SERVICE ACTION

Service Action  
Number: Q038

<b>Subject</b> <b>Insufficient Grease in Front CV Joint</b>	Publication No.	Q038v2
	Model	Defender
	Model Year	2007
	VIN Range	LD 744261 to LD 747253
	Date of Issue:	10 December 2008
	Expiration Date:	31 December 2009

<b>To:</b>	<b>All UK Authorised Repairers</b>
<b>For the Attention of:</b>	<b>The Managing Director</b>
<b>Copies To:</b>	<b>The Service/After Sales Director/Manager The Parts Director/Manager</b>

<b>Related Information</b>	<b>This Service Action has been re-issued to advise dealers of the change to expiry date.</b>
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## RE: Insufficient Grease in Front CV Joint

Dear Colleagues,

Land Rover is conducting a customer satisfaction program on 2007MY Defender vehicles that may have insufficient lubrication in the front axle Constant Velocity (CV) joints. The same process is used to fill the front and rear differential with oil; it is therefore possible, in a small number of cases, that some front and rear differentials may have insufficient oil.

This Service Action affects specific vehicles only; the affected vehicles are listed in Appendix 1.

### Action to be taken

Unsold vehicles must be repaired prior to hand-over of the vehicle for retail sale. This Service Action supersedes Update Prior to Sale Notice Q4507-2.

For those vehicles in the hands of the customer you are requested to repair the vehicle at the first available opportunity.

The workshop procedure is attached as Appendix 2.

**Note: Please refer to Appendix 1 to determine what repair is required for each individual vehicle as not all vehicles require the same repair.**

**Please ensure you check DDW to ensure 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 [jlrcamp@landrover.com](mailto:jlrcamp@landrover.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 parts from Table 1, 2 and 3 should be ordered through Land Rover Parts in the normal manner.

**Note: if the halfshaft part numbers TDB500280 and TDB500290 are not available, please order and install part numbers TDB000180 and TDB000190.**

**Table 1 – Renew Front Halfshafts**

Description	Model	Part Number	Qty
Halfshaft – RHF	All	TDB500280	1
Halfshaft – LHF	All	TDB500290	1
Nut	All	RFD100000	2
Shim 0.45mm	All	FRC6782	2
Shim 0.60mm	All	FRC6783	2
Shim 0.75mm	All	FRC6784	2
Shim 1.05mm	All	FRC6786	2
Shim 1.20mm	All	FRC6787	2
Shim 1.35mm	All	FRC6788	2
Shim 1.50mm	All	FRC6789	2
Caliper Bolts	All	SYP500090	4
Gasket	All	571752	2
Gasket	All	FTC3648	2
Rear Hub Bolt	All	BX110095M	10
Grease (375ml)	All	STC3435	2

**Table 2 – Renew Front Differential**

Description	Model	Part Number	Qty
Front Differential	Defender 90	TBB000250	1
Front Differential	Defender 110	TBB000250	1
Front Differential	Defender 130	TBB000250	1
Differential fixing nuts	All	NY606042	10
Stabilizer Bar nuts	All	NY110047L	4
Front driveshaft nuts	All	NZ606042	4
Sealant	All	RTC3254	*
Differential Oil			**

**Table 3 – Renew Rear Differential**

Description	Model	Part Number	Qty
Rear Differential	Defender 90	TBB000250	1
Rear Differential	Defender 110	TBB000270	1
Rear Differential	Defender 130	TBB000270	1
Differential fixing nuts	All	NY606042	10
Rear driveshaft nuts	All	NZ606042	4
Brake Fluid	All	SIJ500030	1
Sealant	All	RTC3254	*
Differential Oil			**

\*One tube of sealant will cover three vehicles. An allowance equivalent to £1.60 sterling may be claimed per vehicle to cover the cost of the sealant using sundry item code 'ZZZ001'.

\*\*Differential oil should be sourced locally using either Castrol EPX 80W090 or Texaco Geartex EP 85W-90.

For the initial top up during the oil level check procedure 0.1 litres of oil is required. For the second scenario during the oil level check procedure approximately 0.4 litres of oil is required. Should either the front or rear differential require replacement 1.6 litres of oil will be required.

The differential top up oil will be reimbursed at the £ sterling values quoted in Table 4 against sundry item code 'Other'.

**Table 4 – differential oil reimbursement values**

Oil Qty	Sundry Item Value
0.1 Litre	£0.84
0.4 Litre	£3.36
1.6 Litre	£13.44

## Warranty Information

**Table 5 – SROs**

Description	SRO	Time
Renew front halfshafts	54.20.08	2.4
Remove excess grease and refill	05.10.10	0.1
Check either front or rear differential fluid level – no further action required	51.15.89/30	0.2
Renew front halfshafts and front differential assembly	54.10.01	2.8
Renew rear differential	51.15.01	1.3
Drive in/drive out	02.02.02	0.2

## GACES Direct Dealer Warranty

Warranty claims should be submitted quoting the program code **Q038** together with option code X. In this instance it will also be necessary to quote the relevant SROs, parts and sundry items from Tables 1 through 5.

**Note: The SRO 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.**

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



K Phelps  
Director - Service Operations

**Attached:**                      **Appendix 1 – Affected Vehicles**  
   **Appendix 2 – Workshop Procedure**

## Appendix 1 – Affected vehicles

Repair Item 1 – Renew front halfshaft.

Repair Item 2 – Check oil in front differential and if necessary renew front differential.

Repair Item 3 – Check oil in rear differential and if necessary renew rear differential.

Full Vin	Country	Repair Item
SALLDHMS77A745177	Australia	Repair item 3
SALLDHMS77A745242	Australia	Repair item 1 and 2
SALLDKAS77A745248	Australia	Repair item 1 and 2
SALLDHMS77A745255	Australia	Repair item 1 and 2
SALLDHMS77A745300	Australia	Repair item 3
SALLDHMS77A745417	Australia	Repair item 3
SALLDHMS77A745446	Australia	Repair item 1 and 2
SALLDVAS87A745190	Austria	Repair item 1 and 2
SALLDVAS87A745211	Austria	Repair item 3
SALLDVBS87A745365	Austria	Repair item 3
SALLDHMS87A745180	Belgium	Repair item 3
SALLDVAS87A745184	Belgium	Repair item 3
SALLDVBS87A745593	Belgium	Repair item 3
SALLDVAS87A746232	Belgium	Repair item 1 and 2
SALLDVBS87A745209	Brazil	Repair item 3
SALLDVBS87A745276	Brazil	Repair item 3
SALLDVBS87A746276	Brazil	Repair item 1 and 2
SALLDVBS87A745282	Czech Republic	Repair item 3
SALLDVAS87A745264	Denmark	Repair item 3
SALLDVAS87A745273	Denmark	Repair item 3
SALLDVAS87A745319	Denmark	Repair item 1 and 2
SALLDVAS87A745375	Denmark	Repair item 1 and 2
SALLDHMT77A745602	Falkland Islands	Repair item 3
SALLDBHS87A745202	France	Repair item 1 and 2
SALLDKHS87A745214	France	Repair item 1 and 2
SALLDHMS87A745232	France	Repair item 1 and 2
SALLDKHS87A745243	France	Repair item 1 and 2
SALLDHMS87A745358	France	Repair item 1 and 2
SALLDKAS87A745378	France	Repair item 1 and 2
SALLDHMS87A745394	France	Repair item 3
SALLDHMS87A745407	France	Repair item 3
SALLDKAS87A745428	France	Repair item 1 and 2
SALLDKAS87A745433	France	Repair item 1 and 2
SALLDVAS87A745455	France	Repair item 1 and 2
SALLDVBS87A745580	France	Repair item 3
SALLDVBS87A745585	France	Repair item 3
SALLDHFS87A745769	France	Repair item 3
SALLDKAS87A745825	France	Repair item 1 and 2
SALLDKAS87A745909	France	Repair item 1 and 2
SALLDHMS87A745158	Germany	Repair item 3
SALLDHMS87A745189	Germany	Repair item 3
SALLDHMS87A745192	Germany	Repair item 3
SALLDHMS87A745218	Germany	Repair item 3
SALLDHMS87A745224	Germany	Repair item 1 and 2
SALLDVAS87A745225	Germany	Repair item 1 and 2
SALLDVBS87A745227	Germany	Repair item 3
SALLDHMS87A745228	Germany	Repair item 1 and 2
SALLDVAS87A745238	Germany	Repair item 1 and 2



Full Vin	Country	Repair Item
SALLDHMS87A745338	Germany	Repair item 1 and 2
SALLDVBS87A745355	Germany	Repair item 1 and 2
SALLDKHS87A745366	Germany	Repair item 1 and 2
SALLDHMS87A745382	Germany	Repair item 3
SALLDVBS87A745399	Germany	Repair item 1 and 2
SALLDHMS87A745437	Germany	Repair item 1 and 2
SALLDVAS87A745441	Germany	Repair item 1 and 2
SALLDVBS87A745609	Germany	Repair item 3
SALLDHFS77A745182	Hong Kong	Repair item 3
SALLDKHS87A745569	Israel	Repair item 1 and 2
SALLDBAS87A746148	Israel	Repair item 1 and 2
SALLDHMS87A745235	Italy	Repair item 1 and 2
SALLDVBS87A745247	Italy	Repair item 1 and 2
SALLDVAS77A745249	Italy	Repair item 1 and 2
SALLDVBS87A745291	Italy	Repair item 3
SALLDVBS87A745293	Italy	Repair item 3
SALLDVBS87A745297	Italy	Repair item 3
SALLDVBS87A745301	Italy	Repair item 3
SALLDVAS87A745317	Italy	Repair item 1 and 2
SALLDKHS87A745398	Italy	Repair item 1 and 2
SALLDVBS87A745503	Italy	Repair item 1 and 2
SALLDVBS87A745507	Italy	Repair item 1 and 2
SALLDVBS87A745576	Italy	Repair item 1 and 2
SALLDHMS87A745689	Italy	Repair item 3
SALLDHHS87A745774	Italy	Repair item 1 and 2
SALLDHMS87A745887	Italy	Repair item 3
SALLDVBS87A745914	Italy	Repair item 1 and 2
SALLDHMS87A745971	Italy	Repair item 3
SALLDHMS87A745983	Italy	Repair item 3
SALLDHMT87A745665	Morocco	Repair item 3
SALLDHMT77A745905	Morocco	Repair item 3
SALLDHMS87A745160	Netherlands	Repair item 3
SALLDBAS87A745262	Netherlands	Repair item 1 and 2
SALLDVAS87A745357	Netherlands	Repair item 1 and 2
SALLDVBS87A745373	Netherlands	Repair item 3
SALLDHMT87A745368	New Caledonia	Repair item 1 and 2
SALLDHMS77A745292	New Zealand	Repair item 3
SALLDHMS77A745330	New Zealand	Repair item 1 and 2
SALLDVBS77A745347	New Zealand	Repair item 1 and 2
SALLDHMS77A745370	New Zealand	Repair item 3
SALLDHMS77A745392	New Zealand	Repair item 3
SALLDHMS77A745402	New Zealand	Repair item 3
SALLDHMS77A745411	New Zealand	Repair item 1 and 2
SALLDVBS77A745419	New Zealand	Repair item 1 and 2
SALLDHMS77A745422	New Zealand	Repair item 1 and 2
SALLDHMS77A745427	New Zealand	Repair item 3
SALLDHMS87A745206	Norway	Repair item 3
SALLDVAS87A745207	Portugal	Repair item 1 and 2
SALLDVAS87A745325	Portugal	Repair item 3
SALLDKHS87A745356	Portugal	Repair item 1 and 2
SALLDHFS87A745823	Portugal	Repair item 1 and 2
SALLDKHS87A746293	Portugal	Repair item 1 and 2
SALLDHMS87A745315	Russia	Repair item 1 and 2



SALLDHMS87A745374	Russia	Repair item 1 and 2
<b>Full Vin</b>	<b>Country</b>	<b>Repair Item</b>
SALLDVBS87A745387	Russia	Repair item 3
SALLDHMS87A745390	Russia	Repair item 3
SALLDVBS87A745424	Russia	Repair item 1 and 2
SALLDVBS87A745439	Russia	Repair item 1 and 2
SALLDHMS87A745677	Russia	Repair item 3
SALLDHMS87A745781	Russia	Repair item 3
SALLDVBT77A745186	South Africa	Repair item 1 and 2
SALLDVBT77A745197	South Africa	Repair item 1 and 2
SALLDVBT77A745213	South Africa	Repair item 3
SALLDVBT77A745221	South Africa	Repair item 3
SALLDVBT77A745280	South Africa	Repair item 3
SALLDHMT77A745296	South Africa	Repair item 3
SALLDHMT77A745332	South Africa	Repair item 1 and 2
SALLDHMT77A745360	South Africa	Repair item 1 and 2
SALLDHMT77A745409	South Africa	Repair item 1 and 2
SALLDVBT77A745414	South Africa	Repair item 1 and 2
SALLDHMT77A745440	South Africa	Repair item 3
SALLDHMT77A745454	South Africa	Repair item 3
SALLDHMT77A745458	South Africa	Repair item 3
SALLDHMT77A745460	South Africa	Repair item 3
SALLDVBT77A745512	South Africa	Repair item 1 and 2
SALLDVBT77A745599	South Africa	Repair item 3
SALLDHMT77A745797	South Africa	Repair item 1 and 2
SALLDHMS87A745230	Spain	Repair item 3
SALLDHMS87A745250	Spain	Repair item 1 and 2
SALLDHMS87A745396	Spain	Repair item 3
SALLDHMS87A745435	Spain	Repair item 1 and 2
SALLDKAS87A745502	Spain	Repair item 1 and 2
SALLDHMS87A745594	Spain	Repair item 3
SALLDHMS87A745600	Spain	Repair item 3
SALLDHMS87A745827	Spain	Repair item 1 and 2
SALLDVBS87A745838	Spain	Repair item 1 and 2
SALLDHMS87A745989	Spain	Repair item 3
SALLDHMS87A746157	Spain	Repair item 1 and 2
SALLDHMS87A746159	Spain	Repair item 1 and 2
SALLDVBS87A746184	Spain	Repair item 3
SALLDHMS87A746259	Spain	Repair item 1 and 2
SALLDVBS87A745377	Switzerland	Repair item 1 and 2
SALLDHMS87A745385	Switzerland	Repair item 3
SALLDHMS87A745425	Switzerland	Repair item 1 and 2
SALLDHMS87A746135	Switzerland	Repair item 1 and 2
SALLDVAS77A744261	UK	Repair item 1 and 2
SALLDVBS77A745168	UK	Repair item 3
SALLDHMS77A745171	UK	Repair item 3
SALLDVAS77A745172	UK	Repair item 1 and 2
SALLDBAS77A745183	UK	Repair item 1 and 2
SALLDHMS77A745187	UK	Repair item 1 and 2
SALLDVBS77A745195	UK	Repair item 3
SALLDHMS77A745200	UK	Repair item 3
SALLDBAS77A745201	UK	Repair item 1 and 2
SALLDKAS77A745208	UK	Repair item 1 and 2
SALLDHMS77A745212	UK	Repair item 1 and 2

SALLDVBS77A745215	UK	Repair item 3
SALLDHMS77A745216	UK	Repair item 1 and 2
<b>Full Vin</b>	<b>Country</b>	<b>Repair Item</b>
SALLDHAT87A745217	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHMS77A745222	UK	Repair item 1 and 2
SALLDBHS77A745231	UK	No action required - vehicles to be reworked prior to dispatch
SALLDBAS77A745233	UK	Repair item 1 and 2
SALLDBAS77A745236	UK	Repair item 1 and 2
SALLDBAS77A745241	UK	Repair item 1 and 2
SALLDBAS77A745244	UK	Repair item 1 and 2
SALLDHFS77A745246	UK	Repair item 1 and 2
SALLDHMS77A745251	UK	Repair item 1 and 2
SALLDBAS77A745252	UK	Repair item 1 and 2
SALLDVAS77A745254	UK	Repair item 3
SALLDBAS77A745259	UK	Repair item 1 and 2
SALLDHMS77A745265	UK	Repair item 1 and 2
SALLDHMS77A745283	UK	Repair item 3
SALLDBAS77A745286	UK	Repair item 1 and 2
SALLDVAS77A745288	UK	Repair item 1 and 2
SALLDVAS77A745303	UK	Repair item 1 and 2
SALLDVBS77A745340	UK	Repair item 1 and 2
SALLDHFS77A745349	UK	Repair item 1 and 2
SALLDHAT87A745354	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745359	UK	No action required - vehicles to be reworked prior to dispatch
SALLDKAS77A745361	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHMS77A745362	UK	Repair item 3
SALLDVBS77A745367	UK	Repair item 3
SALLDKHS77A745372	UK	Repair item 1 and 2
SALLDHMS77A745379	UK	Repair item 3
SALLDKAS77A745383	UK	Repair item 1 and 2
SALLDHAT87A745386	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745391	UK	No action required - vehicles to be reworked prior to dispatch
SALLDBHS77A745393	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745395	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745401	UK	No action required - vehicles to be reworked prior to dispatch
SALLDBAS77A745432	UK	Repair item 1 and 2
SALLDHAT87A745436	UK	No action required - vehicles to be reworked prior to dispatch
SALLDKAS77A745438	UK	Repair item 1 and 2
SALLDHMS77A745442	UK	Repair item 3
SALLDHAT87A745499	UK	No action required - vehicles to be reworked prior to dispatch
SALLDKAS77A745508	UK	Repair item 1 and 2
SALLDHAT87A745511	UK	No action required - vehicles to be reworked prior to dispatch

SALLDHAT87A745522	UK	No action required - vehicles to be reworked prior to dispatch
Full Vin	Country	Repair Item
SALLDHAT87A745578	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745584	UK	Repair item 3
SALLDHAT87A745589	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745601	UK	No action required - vehicles to be reworked prior to dispatch
SALLDVAS77A745603	UK	Repair item 3
SALLDHMS77A745667	UK	Repair item 3
SALLDHAT87A745673	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745678	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745768	UK	Repair item 3
SALLDHAS77A745770	UK	Repair item 3
SALLDHMS87A745773	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745780	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745824	UK	Repair item 1 and 2
SALLDKAS77A745831	UK	Repair item 1 and 2
SALLDHAS77A745848	UK	Repair item 1 and 2
SALLDHAS77A745872	UK	Repair item 1 and 2
SALLDHAT87A745882	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745894	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745900	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745901	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745906	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745911	UK	Repair item 1 and 2
SALLDHAT87A745912	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAS77A745968	UK	Repair item 3
SALLDHAT87A745972	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHAT87A745996	UK	No action required - vehicles to be reworked prior to dispatch
SALLDVAS77A746192	UK	Repair item 3
SALLDVBS77A746258	UK	Repair item 1 and 2
SALLDHMS77A746303	UK	Repair item 3
SALLDHHS77A746407	UK	No action required - vehicles to be reworked prior to dispatch
SALLDHMS77A747253	UK	Repair item 1 and 2



## Appendix 2 – Workshop Procedure

**Note: Please ensure that you check Appendix 1 to determine what repair is required for each individual vehicle as not all vehicles require the same repair.**

Repair Item 1 – Renew front halfshaft.

Repair Item 2 – Check oil in front differential and if necessary renew front differential.

Repair Item 3 – Check oil in rear differential and if necessary renew rear differential.

Item	Description
<b>Repair Item 1</b>	
1	<b>Note: Carry out the workshop procedure in GTR for 'Disassembly' up to step 6 only (Withdraw axle shaft and constant velocity joint from axle casing).</b> Remove the Front Stub Axle, Constant Velocity (CV) Joint and Swivel Pin Housing up to step 6 only (see Global Technical Reference GTR Workshop Manual, section: 205-03).
2	Remove as much grease as possible from the swivel pin housing.
3	<b>Note: Check the differential oil level in Repair Item 2 to see if a new differential is required, before installing the new halfshafts.</b> Install new halfshafts.
4	<b>Note: Carry out the workshop procedure in GTR for 'Assembly' from step 4 onwards (Remove bearing and oil seal using special tool LRT-37-004 and slide hammer LRT-99-004. Ensure lip of tool locates behind bearing to drive it out).</b> Install the Front Stub Axle, Constant Velocity (CV) Joint and Swivel Pin Housing from step 4 onwards (see Global Technical Reference GTR Workshop Manual, section: 205-03).
<b>Repair Item 2</b>	
1	Raise the vehicle on ramp.
2	Remove the front differential oil level plug.
3	If oil is visible, or you can detect oil just below the level hole: <ul style="list-style-type: none"> <li>Top up the oil level until the oil trickles out of the hole.</li> <li>Install the oil level plug. No further action required on the front differential.</li> </ul>
4	If no oil can be detected: <ul style="list-style-type: none"> <li>Remove the differential drain plug and allow the oil to drain into a suitable measuring jug.</li> <li>If the collected oil in the measuring jug is 1.2 litres or more - Top up the oil level until the oil trickles out of the hole.</li> <li>Install the oil level plug. No further action required on the front differential.</li> <li>If the collected oil in the measuring jug is less than 1.2 litres. Carry on from step 5.</li> </ul>
5	Install a new front differential (see Global Technical Reference GTR Workshop Manual, section: 205-03).
<b>Repair Item 3</b>	
1	Raise the vehicle on ramp.
2	Remove the rear differential oil level plug.
3	If oil is visible, or you can detect oil just below the level hole: <ul style="list-style-type: none"> <li>Top up the oil level until the oil trickles out of the hole.</li> <li>Install the oil level plug. No further action required on the front differential.</li> </ul>
4	If no oil can be detected: <ul style="list-style-type: none"> <li>Remove the differential drain plug and allow the oil to drain into a suitable measuring jug.</li> <li>If the collected oil in the measuring jug is 1.2 litres or more - Top up the oil level until the oil trickles out of the hole.</li> <li>Install the oil level plug. No further action required on the front differential.</li> <li>If the collected oil in the measuring jug is less than 1.2 litres. Carry on from step 5.</li> </ul>
5	Install a new rear differential (see Global Technical Reference GTR Workshop Manual, section: 205-02).