



SERVICE ACTION

Service Action Number:
Q055

Subject: 'A' Frame Suspension Arm	Publication No.:	204-Q055
	Model:	Defender
	Model Year:	2009
	VIN Range:	LD771715 – LD772545
	Date of Issue:	03 February 2009
	Expiry Date:	28 February 2011

To:	All National Sales Companies and Importers excluding North America
For the Attention of:	The Managing Director
Copies to:	The Service/Aftersales Director/Manager The Parts Director/Manager

Related Information:	<p>This Service Action supersedes Update Prior to Sale Notice UPS 3008-3 with immediate effect.</p> <p>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.</p>
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RE: 'A' Frame Suspension Arm

Dear Colleagues

In plant quality inspections have determined that on a number of 2009MY Defender vehicles, the 'A' frame top link arm bushes at the chassis bracket location end of the arm can rotate due to a potential ovality/oversize of the bore in which the bush is installed.

Customers may experience vibration and a noise likely to be a whine.

Action to be taken

At the next service opportunity you are requested to visually inspect and repair if necessary. The workshop procedure is attached as Appendix 1.

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

A number of vehicles have been reworked at the factory prior to dispatch and can be identified by a white square sticker in the corner of the windshield; no further action is required on these vehicles.

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 jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the National Sales Company/Regional Office only.

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	Quantity
Right-Hand 'A' Frame Arm	NTC2706	1
Left-Hand 'A' Frame Arm	NTC2707	1
Lock Nut	KYH500270	1 or 2
Hex Nut	FY112056	1 or 2
Cable Tie	UKC6684L*	2

NOTE: The cable tie is required to secure the axle breather vent tube to the left-hand link arm on Defender 110/130 vehicles and the right-hand link arm on Defender 90 vehicles.

Warranty Information

Table 2 – SROs

Description	SRO	Time
Check both LH & RH suspension arms – no further action required	05.10.01	0.1
Check both LH & RH suspension arms – renew LH side only	64.35.89/37	0.2
Check both LH & RH suspension arms – renew RH side only	64.35.89/38	0.2
Check both LH & RH suspension arms – renew both LH & RH	64.35.89/39	0.3
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code **Q055** 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	Part No	Qty
Q055	A	Check both LH & RH suspension arms – no further action required All models	05.10.01	0.1	N/A	N/A
Q055	K	Check both LH & RH suspension arms – no further action required All models Drive in/drive out	05.10.01 02.02.02	0.1 0.2	N/A	N/A
Q055	B	Check both LH & RH suspension arms – renew LH side only for models 110 & 130 only	64.35.89/37	0.2	NTC2707 KYH500270 FY112056 UKC6684L	1 1 1 1
Q055	C	Check both LH & RH suspension arms – renew LH side only For models 110 & 130 only Drive in/drive out	64.35.89/37 02.02.02	0.2 0.2	NTC2707 KYH500270 FY112056 UKC6684L	1 1 1 1



Program code	Option	Description	SRO	Time	Part No	Qty
Q055	D	Check both LH & RH suspension arms – renew RH side only for models 110 & 130 only	64.35.89/38	0.2	NTC2706 KYH500270 FY112056	1 1 1
Q055	E	Check both LH & RH suspension arms – renew RH side only For models 110 & 130 only Drive in/drive out	64.35.89/38 02.02.02	0.2 0.2	NTC2706 KYH500270 FY112056	1 1 1
Q055	F	Check both LH & RH suspension arms – renew both sides All models	64.35.89/39	0.3	NTC2706 NTC2707 KYH500270 FY112056 UKC6684L	1 1 2 2 2
Q055	G	Check both LH & RH suspension arms – renew both sides All models Drive in/drive out	64.35.89/39 02.02.02	0.3 0.2	NTC2706 NTC2707 KYH500270 FY112056 UKC6684L	1 1 2 2 2
Q055	H	Check both LH & RH suspension arms – renew LH arm only for model 90 only	64.35.89.37	0.2	NTC2707 KYH500270 FY112056	1 1 1
Q055	J	Check both LH & RH suspension arms – renew LH arm only for model 90 only Drive in/drive out	64.35.89.37 02.02.02	0.2 0.2	NTC2707 KYH500270 FY112056	1 1 1
Q055	N	Check both LH & RH suspension arms – renew RH arm only for model 90 only	64.35.89.38	0.2	NTC2706 KYH500270 FY112056 UKC6684L	1 1 1 1
Q055	P	suspension arms – renew RH arm only for model 90 only drive in/out	64.35.89.38 02.02.02	0.2 0.2	NTC2706 KYH500270 FY112056 UKC6684L	1 1 1 1


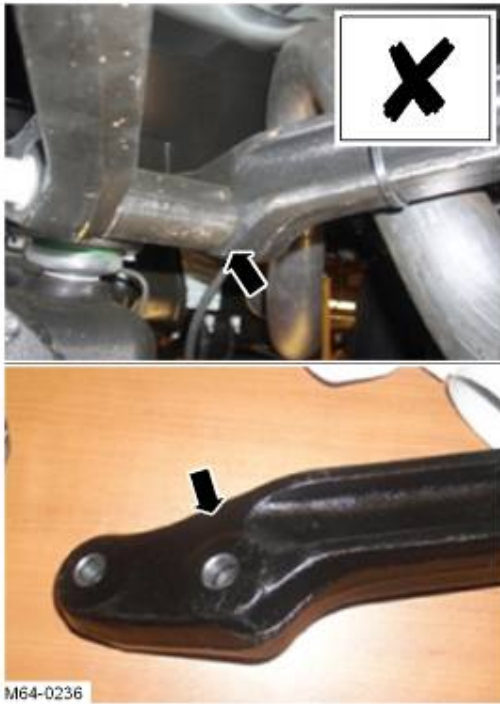
Warranty Claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments, unless stated otherwise in this Service Action.

Yours faithfully

K Phelps
Director – Service Operations

Attached: Appendix 1 – Workshop Procedure

Appendix 1 – Workshop Procedure

Item	Description	
1	Inspect both upper arms to see if it has a machined surface at the axle ball joint end inner joint (see Fig. 1).	 <p>M64-0237</p>
		Fig. 1
2	Upper arms with no machined surface at the axle ball joint end inner joint (see Fig. 2).	 <p>M64-0236</p>
		Fig. 2

	Both upper arms show a machined surface – no further action required. LH upper arm shows no machined surface – carry on from step 3. RH upper arm shows no machined surface – carry on from step 3. Both upper arms show no machined surface– carry on from step 3.
3	Install new LH/RH or both Upper arms (see Global Technical Reference GTR Workshop Manual, section: 204-02). <ul style="list-style-type: none">• Carry out removal procedure steps 1 to 6, and then the full Installation procedure.