



SERVICE ACTION

Service Action Number:
Q036

'A' Frame Chassis Brackets	Publication No.	501-Q036v2
	Model	Defender 90, 110, 130
	Model Year	2007MY
	VIN Range	LD736064 to LD752152 (Specific vehicles)
	Date of Issue:	26 February 2009
	Expiry Date	28 February 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 has been upgraded to an Owner Notification Programme. You are requested to write to owners of affected vehicles. A sample customer letter is attached as Appendix 1.
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RE: 'A' Frame Chassis Brackets

Dear Colleagues

A number of 2007MY Defender vehicles may have a durability concern relating to a manufacturing change to the 'A' frame chassis brackets. If a vehicle is not repaired, the long term durability of the 'A' frame bracket is not assured and failure of the bracket will result in a degree of rear axle steering and body swaying and the vehicle may not respond as the driver intended.

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 for the vehicle to be inspected and where necessary carry out the modification to the 'A' frame bracket. A sample customer letter for you to use is attached as Appendix 1.

This repair should be carried out at an authorized body shop and it affects vehicles with welded brackets only. Vehicles with bolted brackets are not affected by this Service Action. The workshop procedure is attached as Appendix 2.

Defender 130 vehicles highlighted below in Table 1 require a visual check and, where necessary, a modification to the 'A' Frame bracket must be carried out. If the vehicle does not appear in Table 1, no inspection is required and the modification as detailed in the workshop procedure must be carried out.

Table 1 (Defender 130 Vehicles only Vin Range: LD745681 to LD745915)

LD745681	LD745729	LD745765	LD745801	LD745837	LD745873	LD745909
LD745699	LD745735	LD745771	LD745807	LD745843	LD745879	LD745915
LD745705	LD745741	LD745777	LD745813	LD745849	LD745885	
LD745711	LD745747	LD745783	LD745819	LD745855	LD745891	
LD745717	LD745753	LD745789	LD745825	LD745861	LD745897	
LD745723	LD745759	LD745795	LD745831	LD745867	LD745903	

Please ensure all unsold vehicles are repaired prior to handover to the customer. This Service Action supersedes Update Prior to Sale Notice UPS 4207-6.

A number of vehicles have been reworked prior to dispatch; these vehicles can be identified by a windshield label bearing a red letter 'T'. These vehicles require no further action and have been removed from this Service Action.

Please ensure you check that the vehicle is affected by this Service Action prior to undertaking any rework action. DDW has been 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.

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 2 should be ordered through Land Rover Parts in the normal manner.

Table 2

Description	Part Number	Qty
Nut M10	FX110046	2
Nut M10	WYH500020	3

In addition, an allowance equivalent to £25.19 Sterling will be paid for the materials sourced for the paint repair, welding materials and metal patches.

Warranty Information

Table 3 - SROs

Repair	SRO	Time
'A' Frame Modification	76.11.89/71	1.3
Drive in/drive out	02.02.02	0.2

Warranty Claims should be submitted quoting the program code **Q036** together with the relevant option code from Table 4 of this Service Action. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes. 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 may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Table 4

Program code	Option	Description	SRO	Time	Parts	Qty
Q036	A	Visual check – no further action	05.10.01	0.1	N/A	N/A
Q036	K	Visual check – no further action Drive in/ Drive out	05.10.01 02.02.02	0.1 0.2	N/A	N/A
Q036	B	'A' Frame Bracket Modification	76.11.89/71	1.3	FX110046 WYH500020 ZZZ001	2 3 £25.19
Q036	C	'A' Frame Bracket Modification Drive in/drive out	76.11.89/71 02.02.02	1.3 0.2	FX110046 WYH500020 ZZZ001	2 3 £25.19



Program code	Option	Description	SRO	Time	Parts	Qty
Q036	D	Defender 130 VIN Range: LD745681 to LD745915 Visual check – 'A' Frame Bracket Modification required	05.10.01 76.11.89/71	0.1 1.3	FX110046 WYH500020 ZZZ001	2 3 £25.19
Q036	E	Defender 130 VIN Range: LD745681 to LD745915 Visual check – 'A' Frame Bracket Modification required Drive in/Drive out	05.10.01 76.11.89/71 02.02.02	0.1 1.3 0.2	FX110046 WYH500020 ZZZ001	2 3 £25.19

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 – 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 Model Year Defender 90, 110 and 130**
'A' Frame Chassis Bracket – Q036

Land Rover is providing a no-charge Customer Satisfaction Programme (Programme Number **Q036**) to owners of 2007 model year Defender 90, 110 and 130 vehicles.

Reason for this programme

Land Rover have advised us that a number of 2007 Model Year Defender vehicles may have a concern relating to the longevity of the 'A' frame chassis brackets fitted to the rear chassis of your vehicle. It is possible that the brackets may not meet the intended standards of performance and may, if not attended to, lead to the undesirable characteristics of body sway and a degree of rear axle steer.

What your dealer will do

The dealer will inspect the vehicle and where necessary, carry out the required modification to the bracket. The rework action will be undertaken on your vehicle at no charge to you, under the terms of this programme.

How long will it take?

The time to repair your vehicle is approximately 1.5 hours. 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 Q036. 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 Center 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

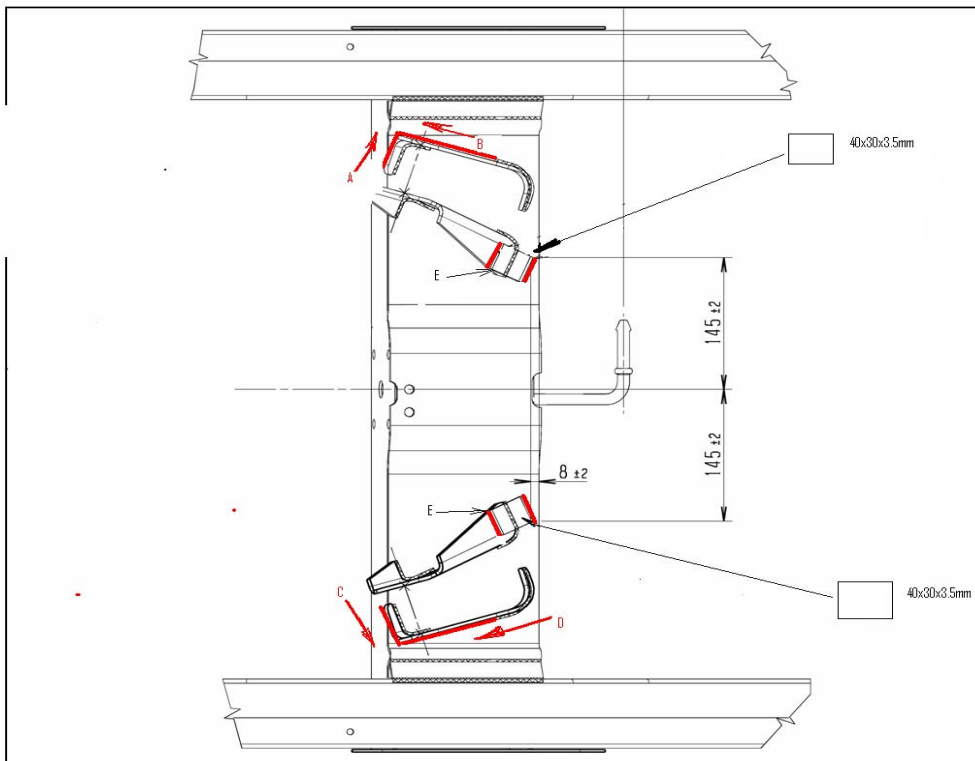


Dealer Principal






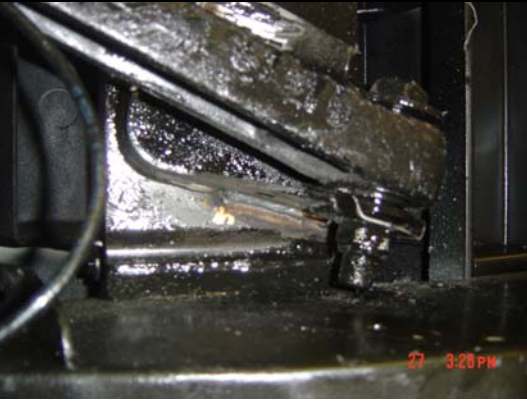
Appendix 2 – Workshop Procedure


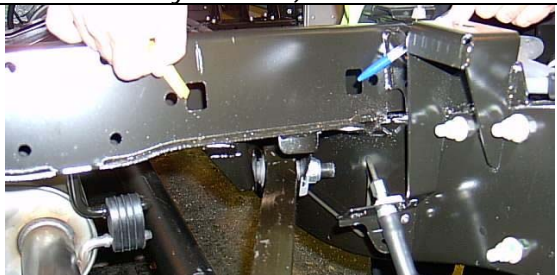
Note: Health and Safety guidelines in accordance with local market requirements MUST be followed.

Note: Vehicles with bolted brackets are not affected by this Service Action.

Item	Description
1	Disconnect the positive and ground terminal from the vehicle battery.
2	Raise vehicle on a four-post ramp.
3	Remove the exhaust front (center) muffler (see Global Technical Reference GTR Workshop Manual, section: 309-00).
4	Release axle breather pipe from clips and secure in a position away from the area to be welded.
5	Release the ABS electrical harness (if fitted) from the securing clips along the right-hand chassis side member, and position away from the area to be welded.
6	<p>Cover the following areas with a suitable fire resistant material to protect them from heat and weld spatter during the paint removal and welding process:</p> <ul style="list-style-type: none"> Fuel tank shield leading edge, plastic fixings and fuel lines above and onto the tank. Fuel pipes in front and behind the 'A' frame cross member to the tank. Brake hose flexible(s), between rear axle and chassis. All (ABS/Non-ABS) rear brake pipes and unions along the right-hand chassis side member. ABS electrical harness (if installed). Rear axle breather pipe. A frame bolts (that secure the links to the brackets) threaded portion.
	<p>Prepare area for MIG (Metal Inert Gas) welding</p> <p>CAUTION:  Safety during Paint and Waxing applications. There are Material Safety Data Sheets available on the internet. It is recommended that respiratory protection (A1P2 breathing protection half mask for Aerosols) is used as well as a well ventilated area, eye protection (chemical goggles), hand protection (chemical protection glove according to EN374) - such as nitrile gloves 1.25 mm thickness, skin protection (anti-static, flame-retardant clothing made of natural fibres and/or heat-resistant synthetic fibres).</p>

7	<p>Note: Additional welds highlighted in red. See Fig. 1 to determine the area to be repaired.</p>	
		
	<p>Fig. 1 (left of graphic is the front of the vehicle)</p>	
8	<p>Remove underbody wax coating using suitable cleaning solution.</p>	
9	<p>Remove paint from the areas in Fig. 1, 2 and 3, paying particular attention to the points where the weld runs commence.</p>	
		
	<p>Fig. 2</p>	<p>Fig. 3</p>
10	<p>We recommend a MIG welder of the following specification:</p> <ul style="list-style-type: none"> • Current rating approximately 180 amps. • Nozzle: 12mm diameter x 63mm length (suggested supplier, Binzel, part number 145.0075). • Tip: 1mm diameter (suggested supplier, Binzel, part number 140.0242). • Wire size: 1mm diameter mild steel. • If the MIG welder is the ground clamp type, ensure paint has been removed from the area of contact (e.g. Inner bracket slope or trailing link bracket). 	
	<p>Welding of Inner bracket repair patch left and right-hand side</p>	
11	<p>Use a piece of 4mm thick mild steel (with a carbon content of less than 0.3% to Standard EN10149-2), dimensions 40mm x 30mm (locally sourced).</p>	

12	Clamp the patch in position so that it is in contact with the crossmember and bracket using Mole grips or suitable clamping tool (see Fig. 4). For dimensional positioning see Fig. 1. (At points 'E' the corner of the patch should be aligned flush with the outside edge of the bracket).	
		Fig. 4
13	<p>Warning:  Hot wax may drip from chassis.</p> <p>Initially tack weld the patch in position, then fully weld patch to bracket (in an outboard direction) (see Fig. 5).</p>	
		Fig. 5
Welding of right-hand outer bracket to extend existing welds		
14	Starting at the front edge, weld along and into the radius in the direction shown in Fig. 1 (indicated by red arrow 'A'). Fig. 6 shows the repaired area of welding.	
		Fig. 6
15	<p>Warning:  Hot wax may drip from chassis.</p> <p>Note: Left-hand bracket shown in Fig. 7.</p> <p>Reposition gun and start welding from the point where the existing weld ends and continue the run along the length of the bracket in direction shown in Fig. 1 (indicated by red arrow 'B'). Fig. 7 shows the repaired area of welding. The maximum distance between where the new weld meets the original weld should not exceed 8 mm.</p>	
		Fig. 7
Welding of left-hand outer bracket to extend existing welds		

16	<p>Note: Right-hand bracket shown in Fig. 6.</p> <p>Starting at the front edge, weld along and into the radius in the direction shown in Fig. 1 (indicated by red arrow 'C'). Fig. 6 shows the repaired area of welding.</p>	
17	<p>Warning:  Hot wax may drip from chassis.</p> <p>Reposition gun and start welding from the point where the existing weld ends and continue the run along the length of the bracket in the direction shown in Fig. 1 (indicated by red arrow 'D'). Fig. 7 shows the repaired area of welding. The maximum distance between where the new weld meets the original weld should not exceed 8mm.</p>	
18	Remove all loose, flaking paint and weld spatter from the repaired area.	
19	Apply etch primer to all bare surfaces and welds, when dry apply chassis black protective paint to the area repaired (materials to be locally sourced).	
20	When paint is dry apply an under body wax coating, recommended 'Hammerite Black Waxoyl' (locally sourced) to the repaired area and inside the cross member box section in the direction of the repair areas through the existing holes in the cross member (see Fig. 8 right-hand holes shown).	
		Fig. 8
21	Install the exhaust front (center) muffler (see Global Technical Reference GTR Workshop Manual, section: 309-00).	
22	Lower vehicle on ramp.	
23	Reconnect battery positive and ground leads.	