



RECALL ACTION

Recall Action
Number: P009

Subject: Roof Opening Panel Function	Publication No.:	P009v2
	Model:	Freelander 2/LR2
	Model Year:	2007 – 2008
	VIN Range:	H000201 – H087347
	Date of Issue:	13 March 2008

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

Related Information:	Update Prior to Sale (UPS) Notice 0108-2 issued 29 January 2008. This Recall Action is being reissued to provide an update to the Workshop Procedure.
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RE: Roof Opening Panel Function

A concern has been identified with a small number of roof opening panels fitted to 2007/8MY Freelander 2/LR2 vehicles.

Land Rover have found that the front glass panel is failing to close, and after further investigation it has been revealed that the glass has become detached from the roof opening panel frame on one side of the vehicle. The plastic over-mold material is cracking on the roof opening panel mechanism causing the system to jam which can cause the panel to twist and detach from the frame. If this condition occurs, the customer may hear a cracking noise, the roof opening panel glass will remain attached to its frame, but further attempts to operate will result in continued noise and abnormal operation due to the binding condition. If a vertical force is applied (for example customer manually aiding the roof opening panel to close, or wind-lift) the glass panel can become fully detached from the vehicle.

Action to be taken

Land Rover has taken the decision to recall affected vehicles to secure the roof opening panel mechanism with two retention inserts. The workshop procedure is attached as Appendix 1.

This Recall Action supersedes Update Prior to Sale Notice UPS 0108-2. Unsold vehicles must not be handed over for onward distribution and sale until this rework action has been undertaken.

Vehicles that have been resolved as a result of Update Prior to Sale Notice UPS 0108-2 will be removed from this Recall Action. DDW will reflect only those vehicles that are outstanding.

You are requested to contact owners of affected vehicles, following procedures that are appropriate to your market and as required by local legislation; requesting that the owner contact their nearest dealer, as soon as possible, to arrange for the roof opening panel mechanism to be replaced. A sample owner letter is attached as Appendix 2; the letter should be adapted to the requirements of your market.

A number of vehicles have been reworked at the factory prior to dispatch, and can be identified by a windscreen label bearing either a red or blue number '20'. These vehicles have been removed from DDW.

At the time of confirming a booking for vehicle repair, please ensure you check DDW and 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.



Should you need an up to date list of the vehicles affected in your market please contact the Field Actions Team at jlrcamp@landrover.com. All requests from overseas markets should be made via the relevant National Sales Company/Importer.

For information purposes, a Technical Question and Answer document is attached as Appendix 3.

Parts Information

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

Table 1

Description	Part Number	Quantity
Roof opening panel kit	LR009006	1

Warranty Information

Table 2 – SROs

Description	SRO	Time
Install additional clips to roof opening panel	76.84.89/30	0.3
Drive in/drive out	02.02.02	0.2

GACES Direct Dealer Warranty

Warranty claims should be submitted quoting program code **P009**, 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.	Qty.
P009	B	Install additional clips to roof opening panel	76.84.89/30	0.3	LR009006	1
P009	C	Install additional clips to roof opening panel Drive in/drive out	76.84.89/30 02.02.02	0.3 0.2	LR009006	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.

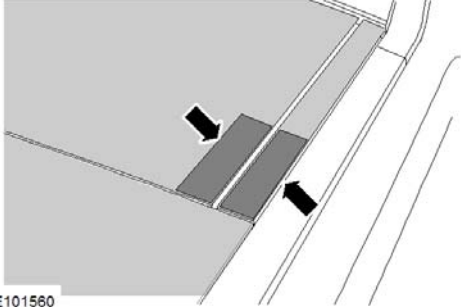
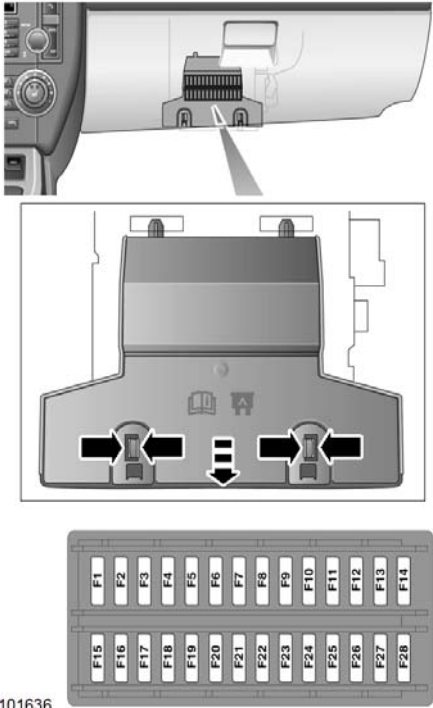
Warranty claims should be submitted in accordance with the current Land Rover Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Recall Action.

Yours faithfully

K Phelps
Director - Service Operations


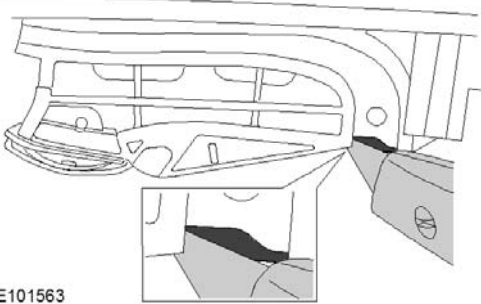
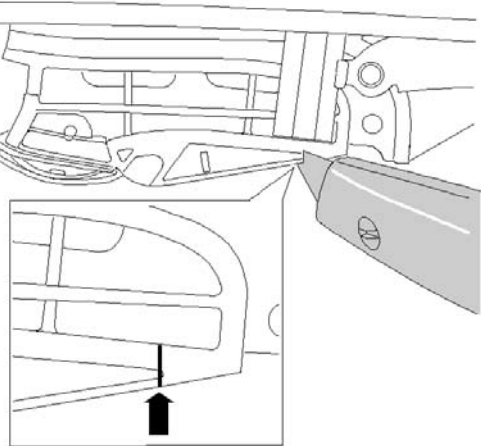
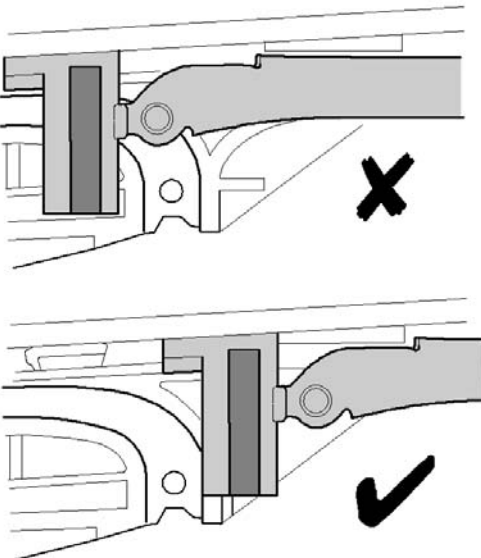
**Attached: Appendix 1 – Workshop Procedure
Appendix 2 – Sample Customer Letter
Appendix 2 – Technical Q & A**

Appendix 1 – Workshop Procedure

Item	Description	
	Removal	
1	Verify the roof opening panel functions correctly, including one-touch operation. If the roof opening panel does not operate, rectify before following this procedure.	
2	<p>Apply strips of masking tape to the front edge of the fixed rear glass, to prevent damage to the glass when lifting the glass panel</p> <ul style="list-style-type: none"> • Repeat for the opposite side. 	 <p>E101560</p>
3	<p>NOTE: This step requires the aid of another technician.</p> <p>Disable one-touch operation</p> <ul style="list-style-type: none"> • Remove the passenger compartment fuse box cover and locate fuse F10. • Open the roof opening panel, while the roof opening panel is moving remove fuse F10. • Replace fuse F10 and ensure roof opening panel functions without one-touch operation. 	 <p>E101636</p>
4	Fully open roof opening panel glass.	
5	Open the roof opening panel blind.	

<p>6</p>	<p>Remove the roof opening panel glass guide locators (left-hand shown, right-hand similar).</p> <ul style="list-style-type: none"> • Remove the Torx screw (TX15). • Apply pressure downwards (1) and slide forward (2), then remove the guide locator (3). • Repeat for the opposite side. 	<p>E101561</p>
<p>7</p>	<p>Close the roof opening panel glass so that the roof opening panel glass is 85mm from the body edge. Release the front edge of the glass.</p>	<p>E101575</p>
<p>8</p>	<p>CAUTION: Ensure that the roof opening panel motor is not operated at any time until instructed.</p> <p>NOTE: Left-hand shown, right-hand similar.</p> <p>Mark the seal (using a non permanent marker) to show the driving slider position to ease installation.</p>	<p>E100482</p>
<p>Only vehicles with no accessory roof rails installed</p>		
<p>9</p>	<p>NOTE: The block needs to be positioned on the roof opening panel, NOT the body.</p> <p>Support the front of the roof opening panel glass on a suitable 100mm high block.</p>	<p>E100487</p>

		Only vehicles with accessory roof rails installed
10	<p>Apply strips of masking tape to the front corner of the roof opening panel glass, to prevent damage to the glass when lifting the glass panel</p> <ul style="list-style-type: none"> Repeat for the opposite side. 	<p style="text-align: right;">E101882</p>
11	<p>Slide the roof opening panel glass rearwards 230mm from the body edge. This is in line with the roof rail joint. This allows the glass to be lifted without fouling the roof rail mount.</p>	<p style="text-align: right;">E101883</p>
12	<p>Support the roof opening glass using a suitable 75mm block.</p>	<p style="text-align: right;">E101884</p>
Install		
13	<p>NOTE: This step may require the aid of another technician.</p> <p>NOTE: The illustration shows the screw on the inside of the vehicle, and the block on the outside of the vehicle.</p> <p>NOTE: Left-hand shown, right-hand similar.</p> <p>Install block (labeled left-hand or right-hand) with flat face positioned secured with supplied screw.</p> <ul style="list-style-type: none"> Using a suitable magnetic tool, install the Torx screw (TX10) to the block and tighten to 0.9Nm +/- 0.1Nm. Repeat for the opposite side. 	<p style="text-align: right;">E100481</p>

<p>14</p>	<p>CAUTION:  Place protective cover over the roof opening panel mechanism to prevent contamination by plastic debris.</p> <p>NOTE: Left-hand shown, right-hand similar.</p> <p>Cutting upwards to the metal bar, remove plastic segment (shaded in illustration) using a suitable utility knife.</p> <ul style="list-style-type: none"> Repeat for the opposite side. 	 <p>E101563</p>
<p>15</p>	<p>NOTE: Left-hand shown, right-hand similar.</p> <p>Cut roof opening panel guide (approximately 6mm) until it reaches the metal insert.</p> <ul style="list-style-type: none"> Cut the roof opening panel guide using a suitable utility knife. Remove the protective cover from the roof opening panel mechanism. 	 <p>E101564</p>
<p>16</p>	<p>Remove the block and slide the roof opening panel glass forwards so that the roof opening panel glass is 85mm from the body edge.</p>	
<p>17</p>	<p>NOTE: Left-hand shown, right-hand similar.</p> <p>Align the connection bar with the roof opening panel guide.</p>	 <p>E101576</p>

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CAUTION: **Damage will occur if the roof opening panel is not aligned correctly.**

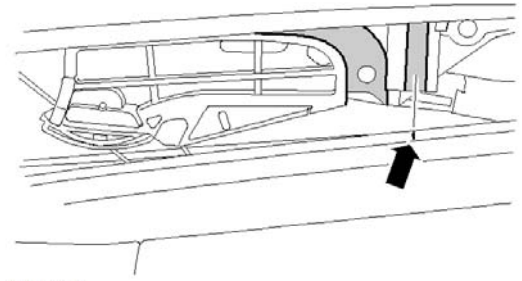
NOTE: This step may require the aid of another technician.

NOTE: Left-hand shown, right-hand similar.

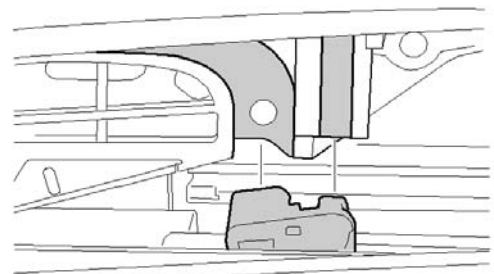
NOTE: The mark arrowed in step 8 is the same mark as arrowed in step 18.

Align the connection bar on the glass panel to the driving slider.

- Carefully align and locate the roof opening panel glass to the driving slider.
- Once aligned, the front glass panel will drop 'in'.
- If resistance is felt, realign the connection bar and roof opening panel glass to the driving slider.



E100485



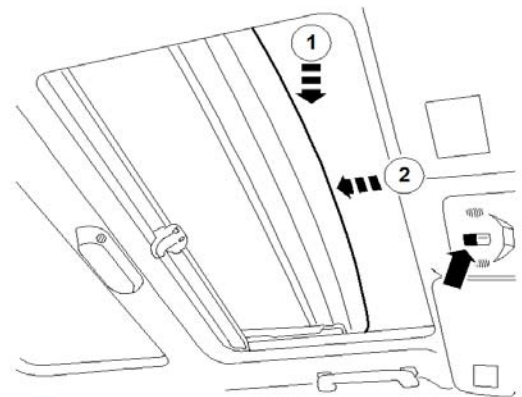
E101566

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CAUTION: **Do not apply downward pressure whilst operating the roof opening panel.**

NOTE: A slight noise may be heard when the roof opening panel is operated for the first time.

- Inch the roof panel glass rearwards for 50mm to ensure the glass panel is correctly located in the guide rail.
- If the glass panel is located correctly, fully open the roof panel glass.



E100486

<p>20</p>	<p>Install the panel glass guide locator (left-hand shown, right hand similar)</p> <ul style="list-style-type: none"> • Locate the front of the guide locator (1) and raise upwards (2) and then locate onto rail and slide rearwards (3) • Repeat for the opposite side. • Install Torx screw (TX15) and tighten to 2.5Nm +/- 0.25Nm 	<p>E101567</p>
<p>21</p>	<p>CAUTION: Ensure the net deflector fold protrudes rearwards when closing the roof opening panel glass. The net deflector is set to fold up in one direction. If it is reversed, the folds can protrude forwards and can get trapped between the seal and the glass, and could provide a water leak path. Close the roof opening panel glass.</p>	
<p>22</p>	<p>Remove any protective tape installed previously from the front edge of the rear glass panel and on the accessory roof rail vehicles, from the front corner of the roof opening panel glass.</p>	
<p>23</p>	<p>NOTE: Do not release the roof opening panel switch until the roof opening panel has stopped moving.</p> <ul style="list-style-type: none"> • Switch ignition 'ON'. • Press the front of the roof opening panel switch and move the roof opening panel glass to the full tilt position. • Release the switch. • Press the front of the roof opening panel switch, and hold. • After 20 seconds the roof opening panel glass will perform the following: stall in the tilt mode (causing a noise), and a full open and close cycle. • Once the open/close cycle has completed and the roof opening panel has stopped moving, release the switch. • The roof opening panel can now be operated as normal. • One-touch open (tilt and fully open) and one-touch close (from the fully open position). • One touch close is inoperable from tilt. 	
<p>24</p>	<p>Close the roof opening panel glass.</p>	
<p>25</p>	<p>Close the roof opening panel blind.</p>	
<p>26</p>	<p>Carry out a full roof opening panel operation; check for noises etc.</p>	



Appendix 2 – 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
2007 and 2008 Model Year Freelander 2/LR2 Vehicles
SAFETY RELATED RECALL

Subject: Sunroof Detachment

Dear Sir/Madam

Land Rover is undertaking a no-charge Safety Recall (Program Number P009) to owners of 2007 and 2008 model year Freelander 2/LR2 vehicles.

Reason for this program

A concern has been identified with a small number of sunroofs fitted to the vehicles identified above.

Failure of either the left-side or right-side sunroof guide rail could cause the sunroof to become detached from its operating mechanism and bind. You may hear a cracking noise if this condition occurs. If it does occur, the sunroof glass panel will remain attached to its frame, but further attempts to operate it will result in continued noise and abnormal operation due to the binding condition. If a vertical force is applied (for example, you are manually aiding the sunroof to close, or wind-lift) the glass panel can become fully detached from the vehicle.

As a precaution you are advised that the sunroof must not be operated until such time as the Recall has been completed.

What Land Rover and your dealer will do

Land Rover is carrying out a voluntary recall of the vehicles mentioned above. Land Rover Dealerships will repair the sunroof mechanism.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 20 minutes although your dealer may need your vehicle for a longer time due to service scheduling requirements.

What we are asking you to do

Contact your preferred Land Rover dealer without delay. Provide the dealer with your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number. Ask for a service date for Recall Program P009. If you do not have a servicing dealer, please access www.landrover.com for dealer addresses, maps and driving instructions.

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 no longer own the vehicle we would be grateful if you will complete the 'Change of Ownership' slip attached to this letter, returning the slip to Land Rover **immediately** in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.



If you have concerns


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

If you have any queries or concerns that your local dealer cannot address, please contact Land Rover Customer Relationship Center on (enter telephone number) and one of our representatives will be happy to assist you.

This recall action is being undertaken in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this Recall Action.

We ask that you please treat this matter with the urgency it requires. Land Rover regrets any inconvenience this recall may cause and thanks you for your co-operation.

Yours sincerely

<h1>Technical Q&A</h1>	
FOR USE ON INQUIRY	
Land Rover Recall P009	
<i>Freelander – LR2</i>	
<i>Sunroof Detachment</i>	

Main Message: An issue has been identified on a number of 2007 and 2008 MY vehicles built between Job 1 and 12/01/2008 (VIN range H000201 - H087347). Failure of either the left- or right-side sunroof guide rail could cause the sunroof to become detached from its operating mechanism and bind. The operator may hear a cracking noise if this condition occurs. If this condition occurs, the sunroof glass panel will remain attached to its frame, but further attempts to operate will result in continued noise and abnormal operation due to the binding condition. If a vertical force is applied (for example customer manually aiding the sunroof to close, or wind-lift) the glass panel can become fully detached from the vehicle.

Q1 Why is Land Rover recalling certain Freelander models?

A There is a small risk that under certain circumstances the sunroof may bind or stall while being closed and become detached on one side. If a vertical force is applied (for example customer manually aiding the sunroof panel to close, or wind-lift) the glass panel can become fully detached from the vehicle.

Q2 Can you tell me more about what is wrong with the vehicles?

A Due to different thermal expansion properties between the plastic over-mold material (POM - polyoxymethylene) and steel sunroof guide rail, excessive stress can develop in the over-molded bracket which may lead to cracking during normal sunroof operation. If cracks occur and propagate in a certain area of the guide rail, fragments of the plastic over-mold material may detach from the guide rail and obstruct the operation of the sunroof. The obstruction could cause the sunroof, when operated, to bind, twist, and potentially detach from the operating mechanism.

Q3 How would the customer become aware of potentially having this concern?

A Failure of either the left or right-side guide rail could cause the sunroof to become detached from its operating mechanism and bind. The operator may hear a cracking noise if this condition occurs. If this condition occurs, the sunroof glass panel will remain attached to its frame, but further attempts to operate will result in continued noise and abnormal operation due to the binding condition.

Q4 Does this recall affect vehicle safety?

A Land Rover has determined that detachment of the sunroof from the vehicle may pose a safety risk to other road users and pedestrians.

Q5 Has Land Rover received many complaints?

A To date, there have been 32 reports of the front sunroof glass failing to close or become stuck. Further reports have been received where sunroofs have jammed only.

- Q6 Have there been any accidents or injuries?**
A Land Rover is unaware of any accidents or injuries associated with this issue.
- Q7 How was the condition discovered?**
A This condition was first reported to Land Rover by the receipt of a dealer field report.
- Q8 How long has Land Rover known about this problem?**
A The first report of this concern was received in December 2007.
- Q9 Is the problem connected with the sunroof leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**
A The sunroof system does not affect any other safety system in the vehicle.
- Q10 What has Land Rover done in production?**
A Land Rover has made changes to the production design that will prevent the sunroof from detaching from the vehicle in the event that it jams and is subjected to some force to try and assist its closure.
- Q11 What will authorized repairers do to the vehicles?**
A Authorized repairers will add two additional plastic retention blocks and make a minor modification to the sunroof guides which will reduce the risk of jamming and prevent the sunroof becoming detached in the event of it jamming.
- Q12 Which vehicles are affected by this recall?**
A Only Freelander 2/LR2 vehicles fitted with a sunroof are affected by this recall. The sunroof system is unique to this model.
- Q13 Are other Land Rover models affected by these actions?**
A No other LR vehicles are affected.
- Q14 Are parts available to rework vehicles?**
A Yes parts are available for this re-work.
- Q15 How much will the recall cost Land Rover?**
A Cost was not a factor in deciding to recall these vehicles.
- Q16 How do I know if my Freelander vehicle is affected?**
A All Freelander 2/LR2 vehicles built up to VIN H087347 and fitted with a sunroof are included in this campaign.
- Q17 How long does it take for the car to be inspected and repaired?**
A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q18 Can I continue to drive my vehicle safely until it has been recalled?**
A The vehicle can continue to be driven safely until it has been recalled. The sunroof must not be operated until such time as the recall has been completed.
- Note: Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office.**