



Owner-Notified Service Action Q057: Fuel Pump Module Operation

SERVICE BULLETIN

08-APR-13 | No.: SWA09-01 (issue 3) | Section: WARRANTY | Market: USA

CHANGES ARE HIGHLIGHTED IN GRAY

DESCRIPTION OF DEFECT

The in-line fuel filters in the fuel delivery modules of 2002 - 2005 model year Land Rover Freelander vehicles may be manufactured away from specification. The filters may contain an uncontrolled amount of adhesive used to bond the filter paper to the filter casing; the adhesive may not have been adequately cured; and/or the fuel pump inlet stub pipe hole on the fuel filter may have inadequate dimensional controls. In any of these cases, it is possible for these conditions to prevent adequate fuel flow through either restrictions in the filter or cracking of the pump stub pipe. This may lead to increased fuel pump motor use to maintain the required engine demanded fuel and premature wear of the motor brushes.

In the event of restricted fuel flow, the vehicle may suffer one or more of the following symptoms: rough running and malfunction indicator lamp (MIL) illumination; poor / no start; engine stumble or hesitation; or engine cut out/stall with the possibility of Diagnostic Trouble Codes (DTC) P0301, P0302, P0303, P0304, P0305, P0306, P0171, P0174 and P0316 being stored.

VEHICLES INVOLVED / OWNER NOTIFICATION

A total of approximately 33,399 2002 - 2005 model year Freelander models in the USA, including Guam and Puerto Rico, are involved in this Service Action. The VIN range for affected vehicles is:

Freelander (L314) USA vehicles <i>only</i>	VIN:	2A353298 - 2A399997 2A200003 - 2A222663 3A220225 - 4A299998 4A400001 - 5A490726
	Model Year:	2002 – 2005

A second owner notification is expected to commence on or before the week of 1 April 2013.

WORKSHOP PROCEDURES

Retailers are to replace the fuel pump module. Refer to Technical Bulletin *Q057 Fuel Pump Module Operation* for detailed repair instructions.

STATUS CHECKING / VEHICLE IDENTIFICATION

Retailers must check the disposition of any vehicle by using the Land Rover DDW system vehicle history screen. In order to prevent Service Action duplication, always verify the status of a Service Action using DDW.

PARTS

PART NO.	DESCRIPTION	QTY	% OF VEHICLES REQUIRING PART*
LR015305	Fuel pump kit - 2A209859 - 2A222663; 3A220225 - 4A299998; 4A400001 - 5A490726	1	80
LR017422	Fuel pump kit - 2A353298 - 2A399997; 2A200003 - 2A209858	1	80

* when ordering parts, order the expected percentage demand of parts identified only

SPECIAL TOOLS

IDS with T4 software DRG TL 36 installed
Midtronics PSC-550 Vehicle Power Supply

CLAIM REIMBURSEMENT INFORMATION

△ **NOTE: Always check DDW to verify that the vehicle is affected by this Action prior to undertaking any repairs. Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time.**

Warranty claims should be submitted quoting Program Code Q057 together with the relevant Option Code. As Option Codes are used, there is no requirement to enter parts or labor; these are provided for information only. The option including 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.

This Service Action is valid for two years only. Repairs and Warranty claims must be completed and accepted for payment prior to **31 July 2014**.

*△ **NOTE: The VIN ranges listed correspond to the as-built specification with the fuel pump kit listed; however, vehicles may have been fitted with an incorrect fuel pump as part of a previous service repair. Should a vehicle require kit LR015305 instead of LR017422, please submit the Warranty claim with the kit / part number actually used to repair the vehicle. Refer to Technical Bulletin Q057, Service Action: Fuel Pump Module Operation, for detailed instructions in identifying the fuel pump module specification.**

***VIN 2A209859 - 2A222663; 3A220225 - 4A299998; 4A400001 - 5A490726**

***(SEE NOTE ABOVE)**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	PART DESCRIPTION	QTY.
Q057	B	Replace fuel pump	19.45.08	0.30	LR015305	Fuel pump kit	1
		Clear DTCs	12.90.16	0.20	-	-	-
Q057	C	Replace fuel pump	19.45.08	0.30	LR015305	Fuel pump kit	1
		Clear DTCs	12.90.16	0.20	-	-	-
		Drive in / drive out	02.02.02	0.20	-	-	-
Q057	D	Replace fuel pump	19.45.08	0.20	LR015305	Fuel pump kit	1
Q057	E	Replace fuel pump	19.45.08	0.30	LR015305	Fuel pump kit	1
		Drive in / drive out	02.02.02	0.20	-	-	-

***VIN 2A353298 - 2A399997; 2A200003 - 2A209858**

***(SEE NOTE ABOVE)**

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	PART DESCRIPTION	QTY.
Q057	F	Replace fuel pump	19.45.08	0.30	LR017422	Fuel pump kit	1
		Clear DTCs	12.90.16	0.20	-	-	-
Q057	G	Replace fuel pump	19.45.08	0.30	LR017422	Fuel pump kit	1
		Clear DTCs	12.90.16	0.20	-	-	-
		Drive in / drive out	02.02.02	0.20	-	-	-
Q057	H	Replace fuel pump	19.45.08	0.20	LR017422	Fuel pump kit	1
Q057	J	Replace fuel pump	19.45.08	0.30	LR017422	Fuel pump kit	1
		Drive in / drive out	02.02.02	0.20	-	-	-

Normal warranty policy and procedures apply. Material allowance is included in labor operation / Option Code.

CUSTOMER REIMBURSEMENT PROCESS:

If a customer indicates that they have previously paid for a replacement of the fuel pump module for this defect (vehicle out of warranty), a copy of the repair invoice must be produced as proof of the repair. The Retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Claims should be submitted quoting Program Code '**Q057**' and by clicking the 'Related Damage' radio button on the claim submission screen. The claim should be submitted using Option Code '**X**' as detailed below and entering the cost to be reimbursed against the Sundry Code '**other**'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
Q057	X	Re-imbursement to owner	N/A	N/A	Other	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty audit purposes and Warranty Specialist review.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Service Action Q057 are included in this process. Only one claim per vehicle for related damages will be accepted.

Service Action Q057: Sample Owner Letter

SAMPLE OWNER LETTER

RE: Service Action Q057 - Fuel Pump Module Operation

Vehicles Affected: Land Rover Freelander

Model Year: 2002 - 2005

Dear Land Rover Freelander Owner,

Land Rover is undertaking a no-charge Customer Satisfaction Program (Program Number Q057) for owners of 2002 - 2005 Land Rover Freelander vehicles.

What is the concern?

Through ongoing quality data analysis, Land Rover has identified a potential concern on a number of in-line fuel filters fitted to the vehicles fuel delivery module. These filters may have been manufactured away from specification and contain an uncontrolled amount of adhesive that is used to bond the filter paper to the filter casing. It is possible that this condition may prevent adequate fuel flow through either restrictions in the filter or cracking of the pump stub pipe. This can lead to increased pump motor use to maintain the required engine-demanded fuel and premature wear of the pump motor brushes.

In the event of restricted fuel flow or cracking of the pump stub pipe, your vehicle could suffer from one or more of the following: rough running, malfunction indicator lamp (MIL) illumination, poor / no-start, engine stumble or hesitation, and engine cut-out or stall.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will replace the fuel pump module. This work will be carried out free of charge.

What should you do?

Please contact your Retailer at your earliest convenience to schedule an appointment to have this work completed on your vehicle at your earliest convenience. When you contact your Retailer, inform them of the need to have '*Customer Satisfaction Program Q057*' completed on your vehicle.

How long will it take?

The repair process should take no longer than half an hour, although your vehicle may be required for a longer time due to service scheduling requirements.

What should you do if you have already paid to have this repair completed?

If you have already paid for the replacement of the fuel pump module for this concern prior to the date of this letter, Land Rover is offering a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own a 2002 - 2005 model year Freelander
2. You have paid to replace the fuel pump module for the concern described above
3. The repair was performed before the date of this letter
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover retailer or licensed repair facility

If you have all of the above information, present it to the Service Manager at your authorized Land Rover retailer and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Land Rover retailer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Land Rover retailer.

To avoid delays, please do not send the receipt to Land Rover North America.

Attention Leasing Agencies: Please forward this notification to the lessee within TEN days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430

Sincerely



Peter Pochapsky
Customer Satisfaction Manager