



SERVICE ACTION

Service Action
Number: A051

Rear Differential Oil Contamination	Publication No.	A051
	Model	Discovery 3
	Model Year	2006/2007
	VIN Range	LA 6A412249 to LA 7A416767
	Model	Range Rover Sport
	Model Year	2006/2007
	VIN Range	LS 6A980551 to LS 7A986567
	Date of Issue:	27 November 2006
Expiration Date:	30 November 2008	

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

Related Information	Quarantine Notice Q3406-2 dated 24 October 2006. 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.
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RE: Rear Differential Oil Contamination

Dear Colleagues,

A potential concern has been identified on 2006/7MY Discovery 3 and Range Rover Sport vehicles within the above VIN ranges. The concern involves contamination of the oil in the rear differential unit.

Following investigation of this concern it has been established that the rear differential could be contaminated with debris consisting of machine and casting swarf due to an inadequate or missed washing operation during the axle case assembly.

Continued use of the vehicle may result in excessive wear of the differential gears, bearings or seals. This may lead to noise or an oil leak.

Action to be taken

You are requested to carry out one of the following actions to the affected vehicles at the earliest opportunity.

For Unsold Vehicles

Unsold vehicles must be repaired prior to hand-over of the vehicle for retail sale. You are requested to drain and refill the rear differential oil on the vehicle prior to release for retail sale. For the workshop procedure please refer to Global Technical Reference (GTR) section 205-02: Differential Draining and Filling (51.25.02).

This Service Action supersedes Quarantine Notice Q3406-2.

For Sold Vehicles

For all vehicles in the hands of the customer you are requested to ask your dealers to write to owners of affected vehicles and request that their vehicles be made available, at their earliest convenience, for this modification to be undertaken. A sample customer letter for you to use is attached as Appendix 1.



If a customer complains of a noise emanating from the rear differential, or the differential has an oil leak, you are requested to renew the differential. For the workshop procedure please refer to Global Technical Reference (GTR) section 205-02: Axle Assembly (51.15.01).

If there is no noise or oil leak from the differential, you are requested to drain and refill the rear differential oil. For the workshop procedure please refer to Global Technical Reference (GTR) section 205-02: Differential Draining and Filling (51.25.02).

A rework has been undertaken by Plant Quality on a number of vehicles prior to dispatch. The reworked vehicles can be identified by a windshield label bearing a black letter 'D', these vehicles require no further action under the terms of this Service Action. Please ensure that you 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 jircamp@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 should be ordered through Land Rover Parts in the normal manner.

Table 1

Description	Differential Type	Model	Transmission	Part No.	Qty.
Lubricant – Castrol SAF – XO – 75W/90	Open	All	All	TYK500010	2
Lubricant – Castrol SAF Carbon Mod Plus	Locking	All	All	TYK500070	2
Bolt	All	All	All	TYG500130	4
Nut	All	All	All	RFD500020	2
Snap ring	All	All	All	TDL500040	2
Rear Differential	Open	Discovery 3 Diesel Range Rover Sport Diesel Range Rover Sport 4.2L SC	Automatic	TVK500240	1
Rear Differential	Open	Discovery 3 Diesel	Manual	TVK500250	1
Rear Differential	Open	Discovery 3 4.0L gas Discovery 3 4.4L NA gas Range Rover Sport 4.4L NA	Automatic	TVK500260	1
Rear Differential	Locking	Discovery 3 Diesel Range Rover Sport Diesel Range Rover Sport 4.2L SC	Automatic	TVK500270	1
Rear Differential	Locking	Discovery 3 Diesel	Manual	TVK500280	1
Rear Differential	Locking	Discovery 3 4.0L gas Discovery 3 4.4L NA gas Range Rover Sport 4.4L NA	Automatic	TVK500290	1



Warranty Information

Table 2 – SROs

Description	SRO	Time
Drain, clean drain plug and refill with new oil	51.25.02	0.2
Remove and replace rear differential - Range Rover Sport	51.15.01	3.0
Remove and replace rear differential - Discovery 3 (gasoline)	51.15.01	3.1
Remove and replace rear differential Discovery 3 (Diesel)	51.15.01	3.0
Drive in/drive out	02.02.02	0.2

With immediate effect no further claims should be submitted against the option codes provided in Quarantine Notice Q3406-2.

Warranty claims should be submitted quoting program code **A051**, together with option code X and the relevant parts from table 1 and the relevant SROs from table 2. The SRO 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.

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 1 – Sample Customer Letter

Name
Address

Vehicle Identification Number (VIN) 900000
Registration Number AANNNAAA

Date: Month/Year

IMPORTANT INFORMATION**2006/7 Model Year Discovery 3 and Range Rover Sport
Rear Differential Oil Contamination – A051**

Dear Sir/Madam

Land Rover is providing a no-charge Customer Satisfaction Program (Program Number A051) to owners of 2006/7 MY Discovery 3 and Range Rover Sport vehicles.

Land Rover has received a small number of reports involving some contamination of the oil in the rear differential unit on 2006/7MY Discovery 3 and Range Rover Sport vehicles.

Following investigation of this concern it has been established that the rear differential could be contaminated with debris consisting of machine and casting swarf due to an inadequate or missed washing operation during axle case assembly.

Continued use of the vehicle may result in excessive wear of the differential gears, bearings or seals. This may lead to noise or an oil leak.

What Land Rover and your dealer will do

Land Rover Dealerships will either drain and refill the rear differential on your vehicle or replace the rear differential.

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 three and a quarter hours 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 Service Program A051.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

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 Centre on (enter phone number), and a representatives will be happy to assist you.



Land Rover regrets any inconvenience this action may cause and thanks you for your co-operation.

Thank you for your attention to this important matter.

Yours sincerely

Dealer Principal