



# RECALL ACTION

Global Recall Action  
Number: N623

<b>Subject:</b>  <b>Gasoline Fuel Tank Flange Assembly Cracking</b>	Publication No.: N623
	Model: Discovery 4 / LR4 (LA)
	Model Year: 2010 - 2016
	Model: Range Rover Sport (LS)
	Model Year: 2010 - 2013
	Date of Issue: 26 April 2022

<b>To:</b>	Jaguar Land Rover (JLR) North America, LLC - USA only
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer
<b>Important:</b>	NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle

## DESCRIPTION OF DEFECT AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Certain Range Rover Sport and LR4 vehicles are emitting a fuel odor, and in more extreme circumstances a fuel leak may appear below the rear of the vehicle. On further investigation, the fuel tank flange assembly may be cracked. Vehicles in this condition may be at an increased level of risk in the event of a fire.

## REGULATORY INFORMATION

JLR North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2010 - 2013 model year Range Rover Sport vehicles and certain 2010 - 2016 model year LR4 vehicles imported into the United States. Information relating to this Safety Recall will be posted on the NHTSA website. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer could result in a maximum civil penalty of up to \$22,992.00 USD per violation and up to \$114,954,525.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall is completed.

JLR North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

This Safety Recall serves as notification to all JLR retailers/authorized repairers that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall is completed.

**ACTION TO BE TAKEN**

JLR has taken the decision to recall affected vehicles to have the fuel tank flange assembly renewed with a component of a revised design.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this Safety Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you check the JLR claims submission system and that all other outstanding campaigns are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

**Check the JLR claims submission system to make sure affected vehicles are correctly identified prior to starting this campaign. The claims submission system will be updated to reflect only those vehicles affected.**

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

Yours faithfully

Simon Barnes

Global Customer Service Quality Director

# SERVICE INSTRUCTION - N623



NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Jaguar Land Rover (JLR) retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

## Parts Information

The parts below should be ordered through [JLR](#) in the normal manner.

Description	Part Number	Qty
Fuel tank flange assembly	LR112785	1
Fuel filter	LR175172	1
Bracket	LR113338	1
Fuel tank flange O-ring	LR117476	1
Hose clip	CN100509	1

## SROs

Description	SRO	Time
Fuel tank flange assembly - Renew	19.45.03	1.2
Drive in/drive out	02.02.02	0.2



NOTE: 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 TOPIx to obtain the latest repair time.

## Warranty Information

Warranty claims should be submitted quoting program code N623 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number	Qty
N623	A	Fuel tank flange assembly - Renew	19.45.03	1.2	LR112785	1
					LR175172	1
					LR113338	1
					LR117476	1
					CN100509	1

Program Code	Option	Description	SRO	Time	Part Number	Qty
N623	B	Fuel tank flange assembly - Renew Drive in/drive out	19.45.03	1.2	LR112785	1
			02.02.02	0.2	LR175172	1
					LR113338	1
					LR117476	1
					CN100509	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 [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

### Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

## SERVICE INSTRUCTION

### NOTES:



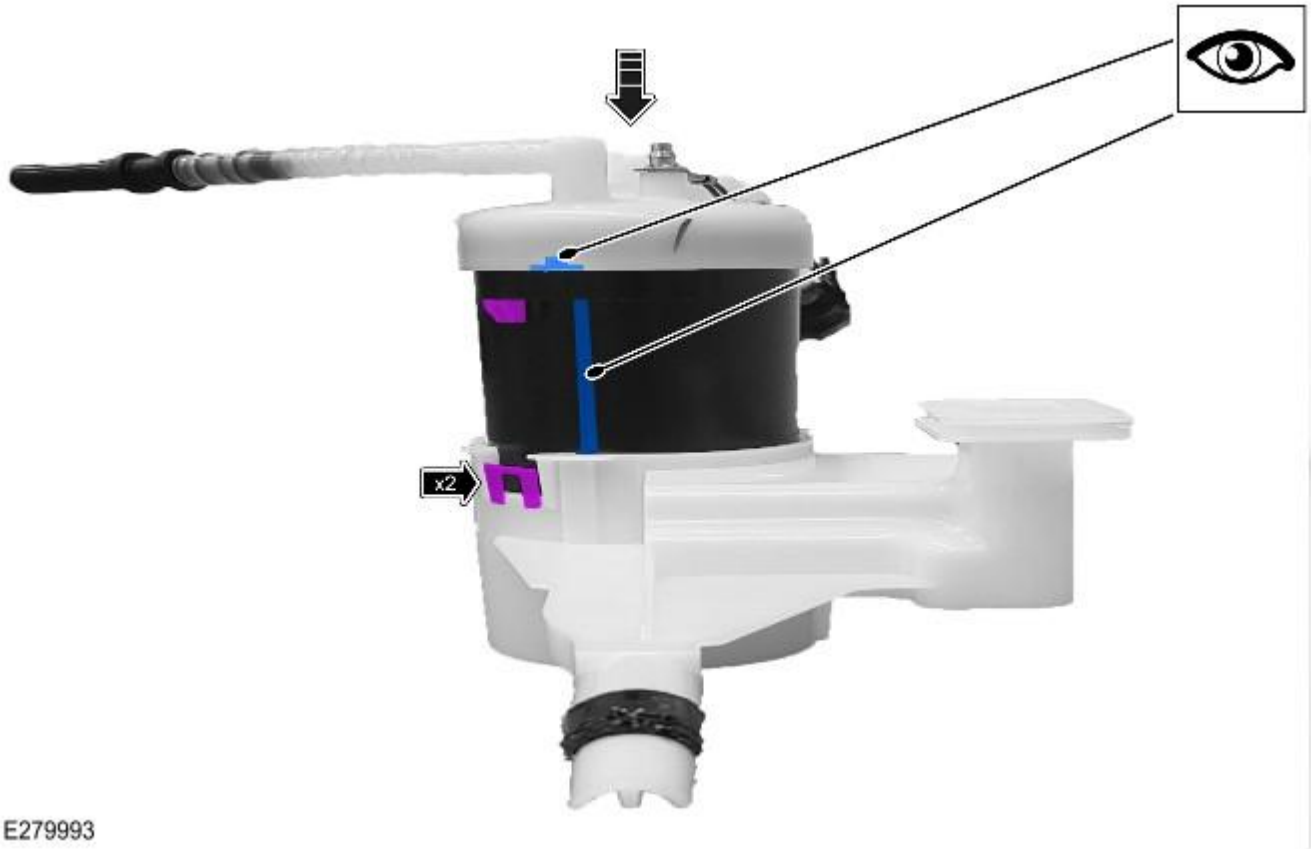
Some variation in the illustrations may occur, but the essential information is always correct.



Some components shown removed for clarity.

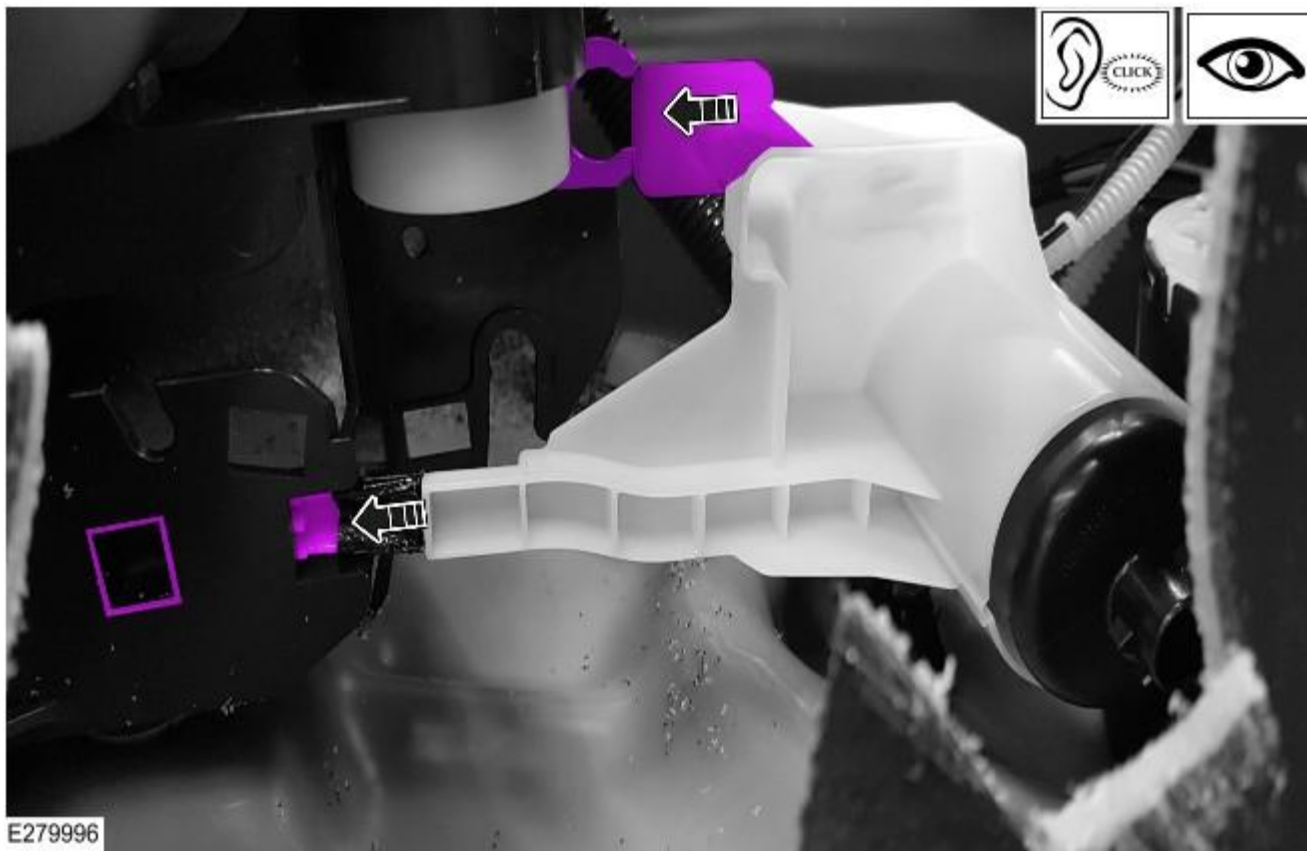
1. Remove the fuel tank flange assembly from the fuel tank, (see TOPIx workshop manual section 310-01: Removal and Installation - Fuel Pump Driver Module). **Complete removal steps 1 - 16.**
  - Discard the fuel tank flange assembly.

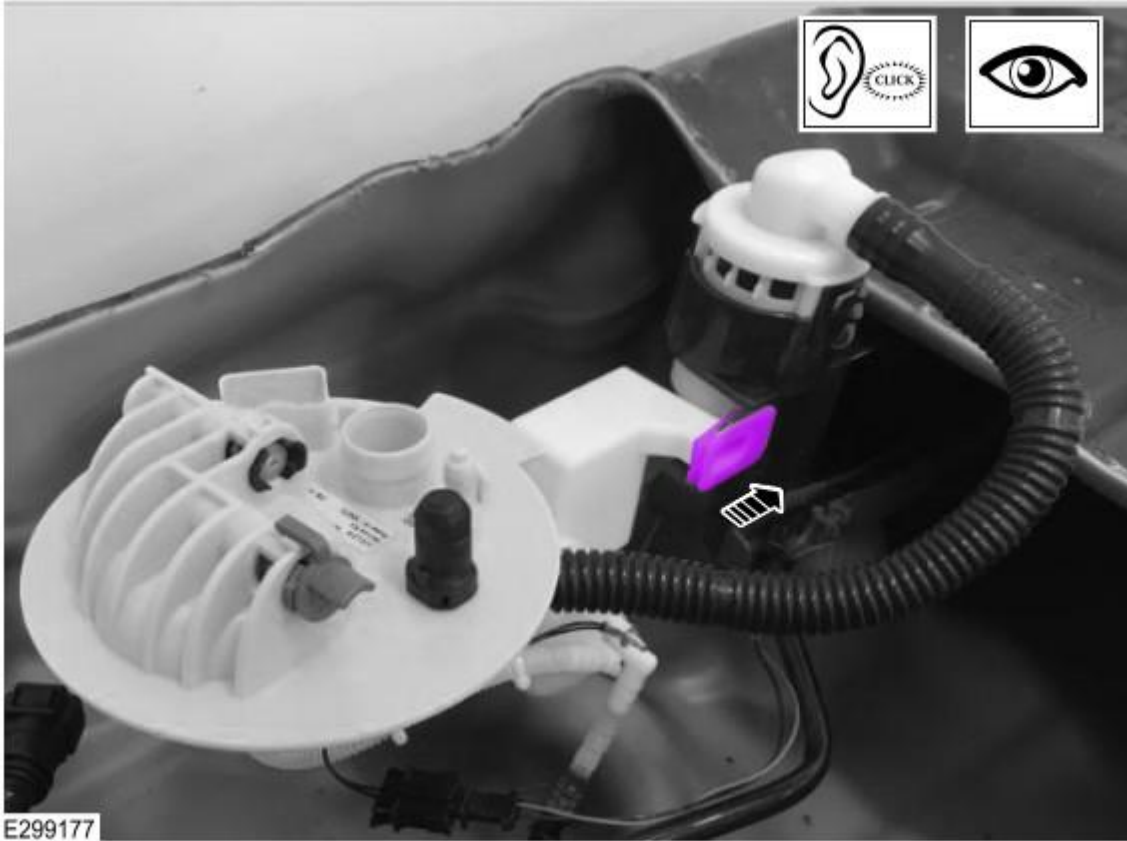
2. Install the new fuel filter into the bracket, as shown in the illustration.



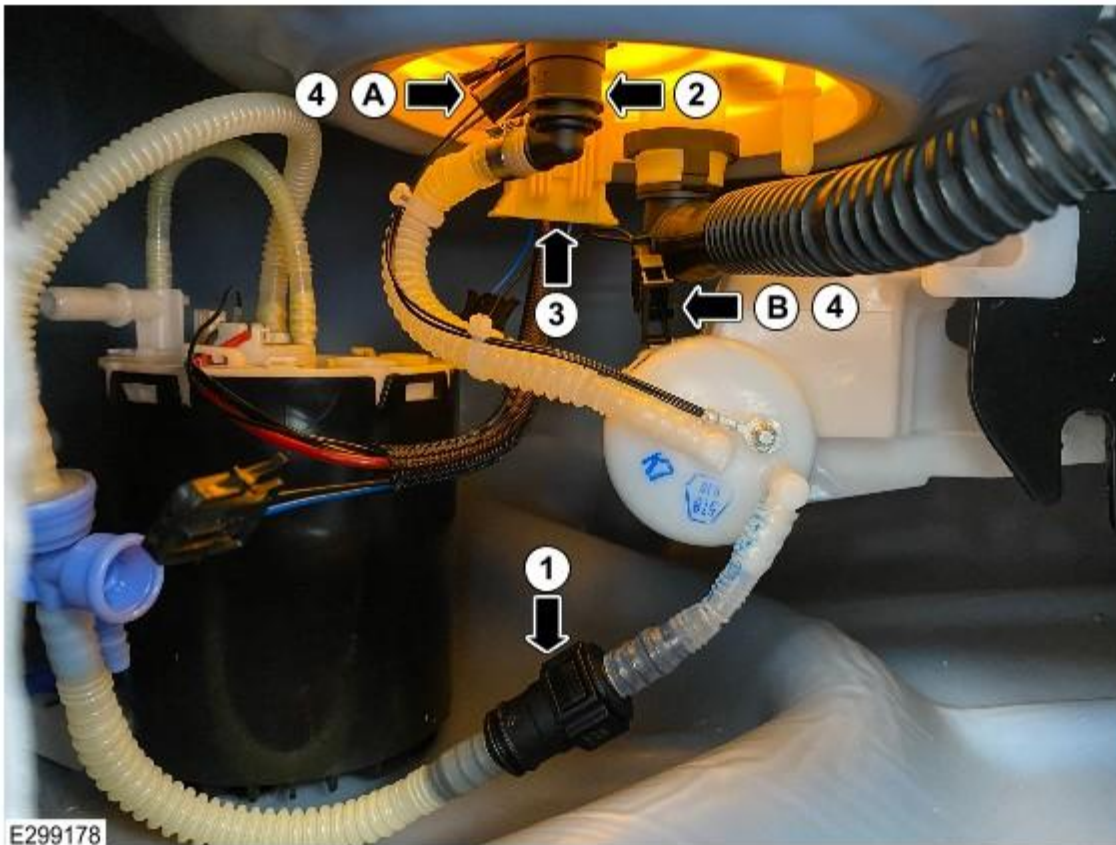
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3. Install the bracket and fuel filter assembly into the fuel tank, an audible click will be heard when the bracket and fuel filter assembly is correctly installed. Each illustration shows the installation from different angles.





4. Connect the bracket and fuel filter assembly to the **new** fuel tank flange assembly and the existing fuel pump driver module.
  1. Connect the fuel pump driver module hose to the fuel filter hose.
  2. Connect the fuel filter hose to the new fuel tank flange assembly.
  3. Connect the fuel tank flange electrical connector.
  4. Connect electrical connector 'A' (male) into electrical connector 'B' (female).





5. Make sure the fuel hose is positioned as shown, facing away from the fuel tank flange electrical connector.



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6. **Complete all installation steps**, (see TOPIx workshop manual section 310-01: Removal and Installation - Fuel Pump Driver Module).

7.



NOTE: This procedure is necessary if any Low Pressure (LP) fuel system components are removed or replaced. These include the fuel filter, fuel lines, fuel tank or fuel cooler.

Complete steps 1 to 3 below a total of 3 times.

1. Set the ignition to the ON position.
2. Wait for 65 seconds.
3. Set the ignition to the OFF position.

Sample Customer Letter - FOR INFORMATION ONLY

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N623

Date: month/year

## **SAFETY RELATED RECALL- Range Rover Sport and LR4 - Gasoline Fuel Tank Flange Assembly Cracking**

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

### **Why are we contacting you?**

We have found that the fuel tank flange assembly mounted in the fuel tank may develop a crack over time. If this occurs, the driver may experience a fuel odor and in more extreme circumstances a fuel leak may appear below the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

### **What will your Land Rover retailer/authorized repairer do?**

We will replace the fuel tank flange assembly on your vehicle.

### **How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

### **What we are asking you to do**

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited 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 concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.


4/26/22, 9:15 AM

N623 - Gasoline Fuel Tank Flange Assembly Cracking | TOPIx

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover Safety Recall N623</b>	
<b>2010 - 2013 model year Range Rover Sport and 2010 - 2016 model year LR4 Vehicles with Gasoline Engines for Replacement of the Fuel Tank Outlet Flange</b>	

Certain Range Rover Sport and LR4 vehicles are emitting a fuel odor, and in more extreme circumstances a fuel leak may appear below the rear of the vehicle. On further investigation, the fuel tank flange assembly may be cracked. Vehicles in this condition may be at an increased level of risk in the event of a fire.

### **Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

### **Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

Reports of fuel leaks have been received which are similar to the previous reports received for Jaguar XF (X250) vehicles which were then recalled as part of J027, J059 and H283. Investigations revealed cracks around the fuel tank flange assembly. The cracks can propagate over time with the flexing of the fuel tank flange assembly due to the integrated fuel filter which pulsates as fuel pressure increases and decreases. Eventually, the crack in the fuel tank flange assembly becomes sufficiently large enough to allow liquid fuel to leak out.

### **Question 3**

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

*Answer*

The driver may experience fuel odor when outside of the vehicle and in more extreme circumstances a fuel leak may appear below the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

### **Question 4**

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

*Answer*

The driver may experience fuel odor when outside of the vehicle and in more extreme circumstances a fuel leak may appear below the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

### **Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes, JLR considers this an unreasonable risk to safety and has issued a voluntary safety recall for the affected vehicles.

**Question 6**

Has JLR received many complaints?

*Answer*

A small number of complaints have been received.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

JLR have received no reports of accidents, injuries or fires as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

The concern was discovered following reports of fuel leaks.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation started in February 2021.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety and product compliance? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall compliance, safety and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

These vehicles are no longer in production.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to a retailer/authorized repairer to have the fuel outlet flange renewed with a component of revised design.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2010 to 2013 model year Range Rover Sport vehicles manufactured from April 27, 2009 to May 5, 2013.

2010 to 2016 model year LR4 vehicles manufactured from May 12, 2009 to August 30, 2016.

**Question 14**

Are other JLR models affected by this concern?

*Answer*

Yes, 2010 model year Jaguar XF 4.2L and 5.0L vehicles, however, these vehicles have already been recalled as part of J027, J059 and H283.

**Question 15**

Is the repair available to rework vehicles?

*Answer*

Yes.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 18**

How long does it take for the vehicle to be repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 1 hour and 24 minutes.

**Question 19**

Can I safely continue to drive my vehicle until it has been repaired?

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the [JLR](#) Corporate Affairs office.