

SERVICE INFORMATION

Vol. 1 No. 3

LAND-ROVER PETROL AND DIESEL MODELS



The Rover Company Limited, Solihull,
Warwickshire, England

May 1972

Item 8B

SUBJECT: SERVICE POLICIES AND PROCEDURES MANUAL U.K. MARKET ONLY
(Policy Item)

MODELS: All Land-Rover.

REMARKS: All Rover Distributors and Dealers are now in possession of the Service Policies and Procedures Manual, Part No. AKD 8000 and will have gathered from reading the Manual that there are a number of new forms introduced which have not previously been used by the Rover Company. The Product Defect Report Form and Service Action Instruction Form are two examples.

We can advise that all the new and revised paperwork in connection with the Service Policies and Procedures Manual will be available for use from the 1st May 1972. Distributors and Dealers should introduce these systems progressively during the month of May 1972. With effect from the 1st June 1972, you are required to conform exactly to the instructions laid down in the Service Policies and Procedures Manual which supersede previous policies and procedures. Any forms submitted to the Factory after the above date, which are not in accordance with these systems, will be rejected.

For your convenience, we list all the new forms together with an indication of their use and from where they can be obtained.

1. Pre-delivery Inspection Form AKD 8001—will be incorporated in Land-Rover literature packs from the 28th April onwards.

2. Product Defect Report Form AKD 8002. Used to speed up vital quality information to the Factory. Obtainable in packs of 10, free of charge, from Technical Service Department, Solihull.

3. Maintenance Schedule Check List AKD 8009—Land-Rover—obtainable from our Parts Department, Cardiff, in pads of 100 sheets, at 10p nett.

This Check List ensures that servicing operations are carried out in a logical sequence. It also includes the essential data, together with a tear-off stores requisition portion.

4. Road and Dynamometer Test Procedure Pads AKD 8013. These are in pads of 100 sheets and can be obtained from our Parts Department, Cardiff, at 10p nett. They should be used in conjunction with Maintenance Schedule Check Lists.

5. Service Reminder Label AKD 8015—available from our Parts Department, Cardiff, in sets of 50 at 10p nett. On completion of the service, the self-adhesive Reminder Label should be attached to the lower part of the 'A' post where it can easily be seen by the driver.

6. Customer Quality Card AKD 8018. These cards are included in the Owner's literature pack on a random basis and invite the customer to comment on the condition of his new car.

7. Transient warranty Card AKD 8020. This card will be incorporated in Land-Rover literature packs with effect from 28th April 1972. The card is for the use of those customers who find it necessary to have warranty work undertaken by a Distributor or Dealer other than the vendor.

8. Warranty Claim Batch Submission Note AKD 8021. All warranty claims must be accompanied by a Batch Submission Note—stocks available on request to the Technical Service Department, Solihull.

9. 1,000 Miles Free Service Voucher AKD 8024. This Free Service Voucher will be incorporated in the Land-Rover literature pack, with effect from 28th April 1972. The card may be used by an owner when it becomes necessary for the 1,000 miles Free Service to be carried out by a Distributor or Dealer other than the vendor.

10. Automatic Gearbox Test Data Form AKD 8026. These forms are in pads of 50, obtainable free of charge from the Technical Service Department, Solihull, and must be completed before seeking advice or guidance on any problem pertaining to the type 35 automatic gearbox unit.

11. Service Action Instruction Sheet AKD 8028. These instructions are issued only in exceptional circumstances and immediate action must be taken to implement the instructions given.

12. Service Action Acknowledgement Form AKD 8031. This is a prepaid-envelope type form addressed to the Principal or Managing Director which must be signed and returned immediately to the Factory to acknowledge receipt of the Service Action Instruction.

13. Technical Literature Catalogue AKD 8033. Contains details of all literature available from the Companies in the Specialist Car Division. This publication will be issued every 3 months, on a free of charge basis, to all on our service mailing list.

14. Exceptional Claim Authorisation AKD 8034—must be used when making any exceptional claim. Copies are available free of charge from the Technical Service Department, Solihull.

15. Binder, grey, Service Information
608145—Land-Rover

16. Binder, grey, Distributors' News Letters
608147—Land-Rover

Copies of these Binders can be obtained from our Parts Department, Cardiff, at a special nett price of £0.25 each

Items numbered 1, 2, 4, 7, 8, 13 and 14 are applicable to all members of the Specialist Car Division, i.e. Daimler, Jaguar, Rover and Triumph and can be obtained from any one of these Companies. The remainder of the forms shown above are peculiar to Rover and can only be obtained from Rover sources.

It should be noted that forms which are peculiar to a Company, e.g. Service Reminder Labels, which apply to Daimler, Jaguar, Rover and Triumph individually, must be obtained from the Company concerned. Orders for Triumph material, for instance, will not be accepted by Rover or Jaguar and vice versa.

Item 9

SUBJECT: **STEERING COLUMN LOCK LUBRICATION (Policy Item)**

MODEL: Series III Land-Rover.

REMARKS: The locking device used in the above steering lock assembly **must not** be lubricated with oil. This practice can lead to the clogging and jamming of the individual wards inside the locking device barrel rendering it inoperative.

The internal bolt mechanism of the steering lock is adequately lubricated during assembly and requires no periodical attention. However, the locking device can be lubricated occasionally to ensure smooth key operation but only with a little graphite dust. This may be introduced into the key slot on the key itself.

Warranty claims for jammed locking device barrels will be disallowed if upon examination the cause is found to be due to the presence of oil.

NOTE: The above precaution does not apply to the other external key-operated locks on the vehicle. This type can be lubricated periodically with a few drops of thin machine (cycle) oil as required to prevent the ingress of moisture and maintain easy key operation.

Item 10

SUBJECT: **STEERING COLUMN LOCK (Policy Item)**

MODEL: Series III Land-Rover.

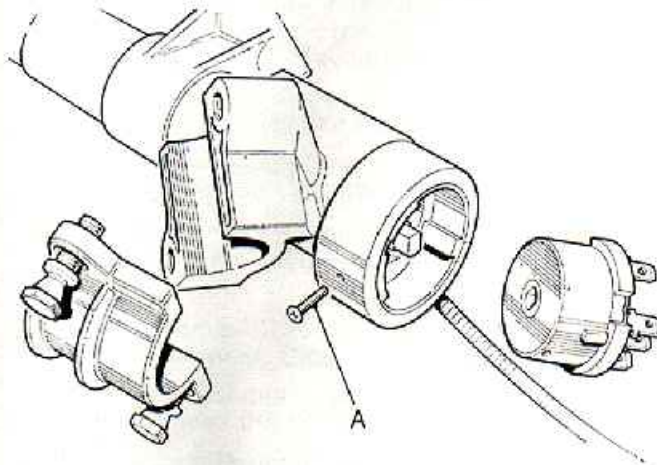
PART NUMBERS:	Steering column lock and choke control assembly	1	589233	2½ litre	RH Stg	} Petrol models
	Steering column lock and choke control assembly	1	589232	2½ litre	LH Stg	
	Steering column lock and choke control assembly	1	589277	2.6 litre	RH Stg	
	Steering column lock and choke control assembly	1	589233	2.6 litre	LH Stg	
	Switch unit for ignition and lock	1	579085		} Diesel models
	Steering column lock and engine stop control	..	1	579491	2½ litre RH Stg	
	Steering column lock and engine stop control	..	1	579422	2½ litre LH Stg	
	Switch unit for heater and lock	1	579084		

REMARKS:

A number of complete steering column lock assemblies have been returned under warranty when only the ignition and lock switch on petrol models (heater and lock switch on diesel models) was known to be faulty. It is emphasised that the switch unit can be replaced separately from the main assembly. However, to gain access to the switch it will be necessary to remove the steering column lock first.

1. Disconnect the battery earth lead.
2. Disconnect the cold start control or engine stop control as applicable, in the engine compartment.
3. Remove the fixings and withdraw the steering column upper shroud.
4. Remove the fixings and move aside the lower shroud.
5. Centre punch and drill a hole in each sheared bolt to accept an extractor.
6. Remove the sheared bolts, using a suitable 'Easy-out' extractor.
7. Withdraw the steering column lock and retainer saddle.
8. Disconnect the electrical leads at the switch.
9. On petrol models, remove the single 'Posidrive' screw which retains the ignition and lock switch, as illustrated. The larger heater and lock switch used on diesel models is held by two 'Posidrive' screws. Both types of switch unit are provided with a keyway to ensure correct location on replacement.

Any warranty claims for replacement of a complete steering column lock assembly when only the switch is faulty will be disallowed.



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Fig. 1 Steering column lock (petrol type illustrated)

A—Switch retaining screw