

SAMPLE OWNER LETTER

***RE: Safety Recall Action B023 – Parking Pawl Guide Plate Replacement
Vehicles Affected: Land Rover LR3, Range Rover Sport, Range Rover
Model Year: 2006***

Dear Land Rover Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect, relating to motor vehicle safety, exists in certain 2006 model year Range Rover, Range Rover Sport and LR3 vehicles. These vehicles may have been manufactured with an automatic transmission that contains a "parking pawl guide plate" that is out of specification. Your vehicle is included in this recall action.

What is the concern?

As the result of the out-of-specification guide plate, the selection of the "P" (Park) position may not actually engage Park although all indicators show that the Park position is achieved. If the vehicle were parked on an incline and the parking brake had not been engaged, this could result in a vehicle roll away condition, increasing the risk of a crash.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will replace the automatic transmission parking pawl guide in your vehicle to ensure that it meets the correct manufacturing specification.

What should you do?

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Safety Recall Action B023 completed on your vehicle. Land Rover recommends, as stated in the Owner's Handbook, that you always set the hand parking brake or electric parking brake in conjunction with selecting Park. Proper use of the parking brake will eliminate the possibility of unintended vehicle movement from a parking pawl failure.

How long will it take?

Expected repair time is estimated to be approximately two to three hours to install a new parking pawl guide plate. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time.

Attention Leasing Agencies:

Federal regulations require that you forward this recall 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, using the enclosed return postage-paid card.

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

Land Rover North America
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

What should you do if you have further questions?

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Land Rover Retailer, please contact the Land Rover Customer Relationship Center at: 1-800-637-6837, Option 9. You can also contact Land Rover by e-mail: Visit the web site www.landroverusa.com and send an email from the "Contact Us" section.

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to www.safercar.gov to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover in cooperation with our authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager