

SAMPLE OWNER LETTER

RE: Safety Recall Action B037 – Transfer Case Module Software Update

Vehicles Affected: 2005-2006 LR3 (2006 Range Rover Sport)

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 certain 2005 – 2006 LR3 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 114.

What is the concern?

Affected vehicles have control module software that may allow the ignition key to be removed when the transmission shift lever is in a position other than Park. As a result, these vehicles do not comply with FMVSS 114, which requires the transmission shift lever to be in 'P' (park) for the key to be removed from the ignition. This condition increases the risk of unintended movement of parked vehicles which could lead to personal injury.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will program the Driveline Control Transfer Box module with revised software.

What should you do?

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Recall Action B037 completed on your vehicle. In the time prior to the Recall repair Land Rover recommends that extra care be exercised when parking the vehicle to ensure that the shifter is in the "P" park position before removing the key. Land Rover also recommends, as stated in the Owner's Handbook that the parking brake be applied in conjunction with selecting Park.

How long will it take?

Repair time is estimated to be approximately half an hour to install the new software.

As Land Rover would also like to take this opportunity to provide several enhancement updates to your vehicle to bring them to the latest specification level, your vehicle may be needed for a longer period of time. Your retailer can provide more detailed information about what is involved in these additional updates.

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, 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 your authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Ben I. Weiner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Benjamin I. Weiner
Customer Satisfaction Manager