

FIELD SERVICE ACTIONS

RECALL H506/N908 – INGENIUM I6 3.0L OIL FILTER ELEMENT CAP - RENEW

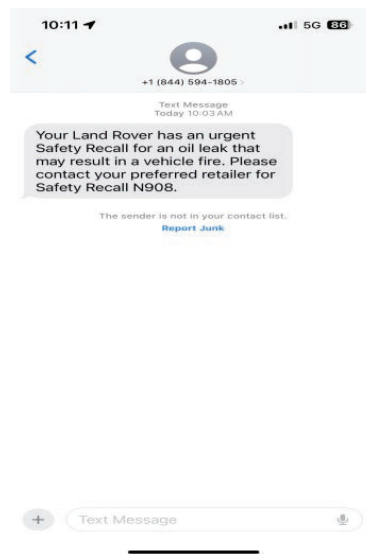
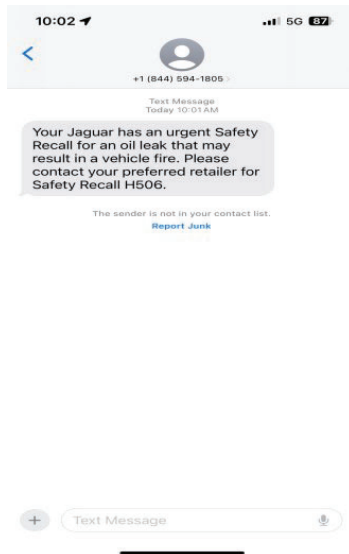
SAFETY RECALL N908/H506 – INGENIUM I6 3.0L OIL FILTER ELEMENT CAP - RENEW

AFFECTED MODELS	24MY F-PACE 24MY Range Rover, Range Rover Sport, Range Rover Velar, Defender, and Discovery
VOLUME AFFECTED	US 2151 CAN 152
REPAIR	A concern has been identified where the incorrect specification of plastic was used to manufacture the oil filter housing. The incorrect specification plastic housing will, over time and with vehicle use, crack allowing oil to leak out onto the engine and into the engine compartment. An oil leak under pressure in this area could result in oil contact with hot components on the engine, which may result in a fire. Additionally, oil may leak onto the road surface posing a skid hazard to other road users, especially two wheeled vehicles, and increase the risk of a crash. Replacement of the oil filter and filter housing are required.
REPAIR TIME	0.2 hrs + DIDO
CAMPAIGN LAUNCH	Quarantine Notification released on June 11th, 2024 Recall Repair Bulletin launched on June 14th, 2024 On July 5th, 2024, an update to the repair bulletin has been made to include an option code for mobile technician repairs (travel and recall repair). 100% of parts requirement for US deployed by Tues 9th July 100% of Canadian requirement will be deployed by Fri 12th July
NOTES	As of July 8th, 2024, there are 198 affected new vehicles in retailer unsold inventory, these vehicles cannot proceed to sale until the recall remedy has been applied. Please refer to the warranty portal for affected vehicles and in BBSS to identify affected vehicles in inventory. Retailers should also repair all affected service loaners before any further use. Due to the urgency of this issue, JLRNA is reaching out to affected owners by telephone, letter, email and text urging them to make appointments at their respective retailer to make repairs at the next earliest opportunity. Retailers are also requested to make their own proactive client contact to expedite service repairs. To support this affected VIN lists by retailer have been provided to the CSMM's and RPM's.

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JLR - Client communications.

- CRC have made direct contact via telephone with 75-80% of affected clients.
- Direct Customer mailing date - June 27th
- A copy of this sample letter shown on right was also emailed on July 2nd
- The following text messages were sent July 9th.



- Retailers are requested to supplement this with their own direct client contacts to set up repair appointments.



IMPORTANT SAFETY RECALL
This notice applies to your vehicle SAL1P9XXXXXXXXXX.

June 27, 2024

SAFETY RECALL N908: AJ20-P6 Engine Oil Filter Housing Cracked

Vehicles Affected: 2024MY Defender, Discovery, Range Rover, Range Rover Sport, Range Rover Velar

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-450

Dear Land Rover Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2024 model year vehicles described above.

Your vehicle is included in this Recall action.

What is the reason for this program?

On certain vehicles, the oil filter housing may not have been manufactured properly. Over time, the housing could crack and cause oil to leak onto hot components in the engine compartment.

Oil that leaks onto hot components can create the risk of a fire. Additionally, an oil leak could create a hazard for others and increase the risk of a crash.

What are the warning signs of this condition?

Smoke and potentially flames may be seen from the under-hood area. Also, there may be signs of oil staining on the driveway and in parking bays. An engine oil warning light may also appear.

Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?

Until such time as the recall has been completed, customers are advised to be extra vigilant when operating the vehicle. If you notice oil leaking or an oil warning light, stop driving the vehicle and contact your authorized Land Rover retailer at once.

What will Land Rover and your authorized Land Rover Retailer do?

Your authorized Land Rover retailer will replace the oil filter housing, complete with filter and associated o-rings. There will be no charge to the owners for this repair.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N908'. Your retailer has been advised to make these repairs a top priority, however, please discuss your vehicle mobility requirements if it is not possible to immediately repair your vehicle.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.