

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

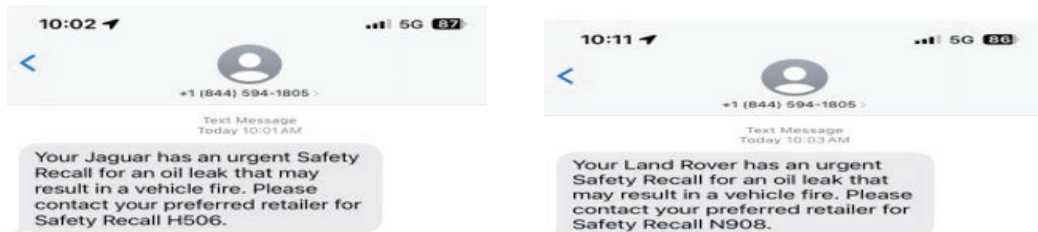
SAFETY RECALL N908/H506 – INGENIUM I6 3.0L OIL FILTER ELEMENT CAP - RENEW

AFFECTED MODELS	24MY F-PACE 24MY Range Rover, Range Rover Sport, Range Rover Velar, Defender, and Discovery
VOLUME AFFECTED	US 2128 CAN 150
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 Full requirements for parts have been shipped to retailers.
NOTES	As of August 2nd, 2024, there are 21 affected new vehicles in retailer unsold inventory, these vehicles cannot proceed to sale until the recall remedy has been applied. These VIN are RDR blocked until repaired. Please refer to the warranty portal for affected vehicles and in BBSS to identify affected vehicles in inventory. 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 contacts and to prioritize getting these vehicles into the shop sooner to expedite service repairs. To support this open VIN lists by retailer have been provided to the CSMM's and RPM's for distribution to retailers.

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

JLR - Client communications.

- CRC have completed the 1st wave of direct customer calls. A 2nd wave of CRC calls is now underway.
- Direct Customer mailing date - June 27th
- A copy of this sample letter shown on right was also emailed on July 2nd
- Second wave of customer emails have been sent on August 2nd,
- The following text messages were sent on July 9th.



Retailers are requested to supplement this with their own direct client contacts to set up repair appointments. All open VIN are flagged in the warranty portal and VIN lists by Retailer have been supplied to the JLR Field team. Please use your DMS contact data to ensure all clients with an open recall are contacted without delay to make immediate repair appointments. Please utilize mobile technicians which is now supported by an additional reimbursement in the warranty claim process.



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.

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way, Mahwah, NJ 07495 Tel: 201.818.8500