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# Sample Customer Letter

## Service Action Q029 – LR2 Module Upgrades

### Vehicles Affected: 2008 LR2

Dear Land Rover Owner,

Land Rover is providing a no-charge Customer Satisfaction Campaign (Service Action Q029) to owners of 2008 model year LR2 vehicles.

### Reason for the Program:

Recently, Land Rover has identified a number of product enhancements introduced on the production line that can be made retroactively to vehicles in service. As part of our commitment to customer satisfaction we have authorized your Land Rover Retailer to complete a series of complimentary software upgrades to your vehicle to bring it to the latest production specification.

The specific improvements involve upgrades to the Bluetooth cellular telephone module to enhance phone pairing processes, particularly with "SMART" or PDA phones, and upgrades to the Instrument Cluster module, the body control module and the audio module. These changes will help prevent engine starting concerns as well as intermittent audio cut-out when starting the engine. Your vehicle will be updated with the latest software for the affected modules.

### What should you do?

We encourage you to contact your Authorized Land Rover Retailer to have "Service Action Q029" performed on your LR2 vehicle free of charge.

### How long will it take?

The work is expected to take approximately one and a half hours, although retailers may require the vehicle for a longer period because of service scheduling requirements.

### What should you do if you have further questions?

Should you have any questions regarding this Service 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](http://www.landroverusa.com) and send an email from the "Contact Us" section.

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

We appreciate your decision to purchase a Land Rover and join our family of enthusiasts. These enhancements to your vehicle are part of Land Rover's ongoing efforts to ensure that you have an extraordinary driving experience.

As an expression of appreciation to LR2 owners, Land Rover has enclosed a very special offer. If you have the new LR2 Rear Seat Entertainment System installed by your Land Rover Retailer after you receive this letter, you are entitled to receive a FREE portable DVD player that can be used with your in-car system - or wherever else you choose to use it. For all the details regarding this exciting offer please refer to the information enclosed with this letter.

Sincerely,

Benjamin I. Weiner  
Customer Satisfaction Manager



# LR2

after VIN H065150 or with software update  
from enhancement program Q029

## **HANDBOOK SUPPLEMENT**

The following information should be read in conjunction with  
the LR2 Owner's Handbook, Part Number LRL 18 02 56 801.  
The information relates to Bluetooth operation.