

CSC-10026282-6029



Service Action Q041 Sample Owner Letter

SAMPLE OWNER LETTER

RE: Service Action Q041 - Front Differential to Propshaft Spline Wear

Vehicles Affected: Land Rover Range Rover

Model Year: 2003 - 2005

Dear Range Rover Owner,

Land Rover is offering a no-charge Customer Satisfaction Program (Program Number Q041) for owners of 2003 - 2005 model year Range Rover vehicles.

Reason for this Program

Through ongoing quality data analysis, Land Rover has identified a potential concern with the alignment of the joint that connects the front propshaft to the front differential. Misalignment can result in uneven loading and wear of this joint and over time, may result in uneven wear of the drive splines. Continued spline wear can eventually result in shearing of the splines and the inability of the propshaft to transfer torque to the front differential. If the propshaft joint spline shears, a loud grinding noise from the drivetrain provides a clear indication that the vehicle needs to be pulled to the side of the road and stopped. Power-assisted braking, steering and electrical function for components such as vehicle lighting, remain functional and unaffected.

What Land Rover and your Land Rover Retailer will do

Land Rover will modify your vehicle's front differential to address possible misalignment and wear to the drive spline. In the event your vehicle is beyond the warranty period, Land Rover will extend coverage to complete this modification. Any authorized Land Rover Retailer can carry out the modification and the work will be performed completely free of charge.

We apologize for any inconvenience this may cause you. As an expression of our appreciation for your understanding and loyalty we have authorized your retailer to extend to you on our behalf up to \$150.00 in parts, service, or accessories. This offer is available for six months from the date of this letter. Ask your Land Rover Retailer for details.

What we are asking you to do

Please contact your authorized Land Rover Retailer to schedule an appointment to have this work completed on your vehicle at your earliest convenience. When you contact your Retailer, inform them of the need to have 'Customer Satisfaction Program Q041' completed on your vehicle.

How long will it take

The repair process will take approximately 4.5 hours, although your vehicle may be required for a longer time due to service scheduling requirements.

If you have previously paid for the front differential to be replaced

If you have already paid for the front differential to be replaced for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover Retailer with the original paid receipt. **To avoid delays, please do not send the receipt to Land Rover North America.**

Moved or no longer own a Land Rover

If you are no longer the owner of this vehicle, Land Rover North America would greatly appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

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

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