



SERVICE ACTION Q057 Sample Owner Letter

SAMPLE OWNER LETTER

RE: Service Action Q057 - Fuel Pump Module Operation

Vehicles Affected: Land Rover Freelander

Model Year: 2003 - 2005

Dear Land Rover Freelander Owner,

Land Rover is undertaking a no-charge Customer Satisfaction Program (Program Number Q057) for owners of 2003-2005 Land Rover Freelander vehicles.

What is the concern?

Through ongoing quality data analysis, Land Rover has identified a potential concern on a number of in-line fuel filters fitted to the vehicles fuel delivery module. These filters may have been manufactured away from specification and contain an uncontrolled amount of adhesive that is used to bond the filter paper to the filter casing. It is possible that this condition may prevent adequate fuel flow through either restrictions in the filter or cracking of the pump stub pipe. This can lead to increased pump motor use to maintain the required engine-demanded fuel and premature wear of the pump motor brushes.

In the event of restricted fuel flow or cracking of the pump stub pipe, your vehicle could suffer from one or more of the following: rough running, malfunction indicator lamp (MIL) illumination, poor / no-start, engine stumble or hesitation, and engine cut-out or stall.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will replace the fuel pump module. This work will be carried out free of charge.

What should you do?

Please contact your Retailer at your earliest convenience 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 Q057' completed on your vehicle.

How long will it take?

The repair process should take no longer than half an hour, although your vehicle may be required for a longer time due to service scheduling requirements.

What should you do if you have already paid to have this repair completed?

If you have already paid for the replacement of the fuel pump module for this concern prior to the date of this letter, Land Rover is offering a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own a 2003 - 2005 model year Freelander
2. You have paid to replace the fuel pump module for the concern described above
3. The repair was performed before the date of this letter
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover retailer or licensed repair facility

If you have all of the above information, present it to the Service Manager at your authorized Land Rover retailer and they will arrange reimbursement of your claim.

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Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Land Rover retailer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Land Rover retailer.

To avoid delays, please do not send the receipt to Land Rover North America.

Attention Leasing Agencies:

Please forward this 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 (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

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:

- **800-637-6837, Option 9.**

You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section located within the 'Company' tab.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We ask that you please treat this matter with the urgency it requires. Land Rover regrets any inconvenience this Service Action may cause and thanks you for your co-operation.

Sincerely



Stephanie P. Lutz
Customer Satisfaction Manager