



**LR4 / Range Rover Sport Assurance Program**

**Vehicles Affected: 2010 Model Year LR4 and Range Rover Sport**

**Dear Land Rover Owner,**

As part of Land Rover's ongoing commitment to ensuring the highest level of quality to our customers, Land Rover has initiated a Product Assurance Program for 2010 model year LR4 and Range Rover Sport vehicles. Land Rover constantly monitors quality and customer feedback and has developed a program of software upgrades to improve the operation of your vehicle. This is not a recall; we want to proactively upgrade your vehicle because we care about your Land Rover ownership experience.

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

An authorized Land Rover Retailer will carry out the enhancements appropriate to your vehicle at a time convenient to you. This work will be carried out 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 attached a Certificate for \$50.00 from Land Rover North America that can be redeemed for the purchase of Genuine Land Rover KIT Vehicle Accessories, or Personal GEAR.

**What should you do?**

Please contact your Retailer at your earliest convenience to schedule an appointment to have program number Q093 completed on your vehicle.

**How long will it take?**

The repair process should take approximately 2.0 hours, although your vehicle may be required for a longer time due to service scheduling requirements.

**Attention Leasing Agencies:**

Please forward this notification to the lessee within ten (10) 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?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover Retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

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.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephanie P. Lutz".

Stephanie P. Lutz  
Customer Satisfaction Manager



Q093 Sample Customer  
Goodwill Certificate

**\$50**

*This Certificate has a value of \$50.00 towards the purchase of any Genuine Land Rover KIT Vehicle Accessory or Personal GEAR*

This Certificate applies only to registered owners, principal drivers, or immediate family members of vehicles subject to Service Action Q093. Service Action Q093 must be performed prior to redemption. The Certificate cannot be exchanged for cash and there is no residual value if the item selected is less than \$50.00.

Expires December 31, 2010.