

## Service Action Q237: Sample Owner Letter

### **Service Action Q237: Engine Control Module Reflash**

#### **Dear Range Rover Evoque Owner,**

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q237) for owners of 2012-2013 model year Range Rover Evoque vehicles.

#### **What is the concern and what will Land Rover and your Land Rover retailer do?**

Land Rover is writing to request that you bring your vehicle in for the installation of updated engine management software which will improve your engine's response in certain weather conditions. Specifically, during the course of extended driving (40 minutes or more) in wet conditions, (such as heavy rain) when your engine speed is steady, followed by a rapid increase in engine speed, it is possible that an engine misfire may occur. Your engine is programmed to react to this misfire by initiating a restricted performance mode to protect the exhaust catalyst, which means that the driver noticeably experiences reduced power to accelerate until the driver has the opportunity to stop and restart the vehicle. If this mode activates, the Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center.

Land Rover would like to install updated engine management software in your engine that will allow the engine to respond with a restricted performance mode that is less disruptive to your driving experience. If you have any concerns or questions, please feel free to contact your retailer.

#### **What should you do?**

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code Q237. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 15-30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**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 appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

#### **Additional Information?**

Land Rover is working toward a solution to minimize the need for the vehicle to enter restrictive performance mode in these limited circumstances. Such update is anticipated for the Spring of 2013 and will be the subject of a future communication to you.

#### **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 email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

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 Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky  
Customer Experience Manager

Sample

## Service Action Q237: Technical Q & A

### Main Message:

During the course of extended driving (40 minutes or more) in wet conditions, (such as heavy rain) when engine speed is steady, followed by a rapid increase in engine speed, it is possible that an engine misfire may occur. The engine is programmed to react to this misfire by initiating a restricted performance mode (i.e., reduced acceleration) to protect the exhaust catalyst, which means that the driver noticeably experiences reduced power to accelerate until the driver has the opportunity to stop and restart the vehicle. If this mode activates, the Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center. Land Rover would like to install updated engine management software that will allow the engine to respond to these conditions with a restricted performance mode that is less disruptive to the driving experience.

### Q1 Why is Land Rover conducting this Customer Satisfaction Action?

A See Main Message above.

### Q2 Can you tell me more about what is wrong with the vehicles?

A The condition is related to water (condensed from humid air) collecting in the engine air intake system when vehicles cruise for 40 minutes or more at around 50 miles per hour, in wet conditions such as heavy rain when engine speed is steady. Thereafter, such condensation may be sucked into the number 3 cylinder of the engine in the event that a rapid engine speed increase is demanded by the driver. In such event, the engine monitoring systems will detect a misfire and employ restricted performance mode as a result along with the Engine Malfunction Illuminator Lamp and instrument cluster warnings. The restricted performance mode clears itself after the vehicle is turned off and restarted.

### Q3 How would the customer become aware of potentially having this concern?

A The customer will experience restricted performance of the vehicle while driving. The Engine Malfunction Indicator Lamp may illuminate and an engine warning message will display in the instrument cluster message center. The restricted performance mode will continue only until the engine can be turned off and the ignition restarted.

### Q4 Does this software update remedy the condition permanently?

A This update improves the driving experience and lessens the restriction on acceleration. Land Rover is working toward a solution to minimize the chance of the vehicle entering into restricted performance mode during extended driving in wet conditions. Such update is anticipated for the Spring of 2013 and will be the subject of a future communication.

### Q5 Have there been any accidents or injuries?

A There have been no reports of accidents or injuries relating to this concern of which Land Rover is aware.

### Q6 How was the condition discovered?

A The condition was identified through Land Rover's dealer technical field reporting process.

### Q7 What will Authorised Repairers do to the vehicles?

A Authorised Repairers will download the updated engine management software, which is a process that takes approximately 15-30 minutes.

### Q8 How long does it take for the software download?

A The work will be carried out as quickly and efficiently as possible in order to minimise inconvenience to customers and is expected to take no longer than 15-30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q9 How do I know if my Range Rover Evoque vehicle is affected?**

A All owners of potentially affected vehicles will receive a letter inviting them to contact a Land Rover dealer for the work to be carried out.

**Q10 Can I continue to drive my vehicle until it has had the software update?**

A Yes. If you are driving in wet conditions such as heavy rain for 40 minutes or more at around 50 miles per hour at a steady engine speed, then take care to avoid a subsequent rapid increase in speed, in order to minimize the potential of a misfire to occur.

**Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover North America PR office.**