

Service Action Q131: Sample Owner Letter

Service Action Q131: Revised Engine and Transmission Calibration Software

Dear Range Rover Owner,

This letter is a second notification relating to this Service Action program. Land Rover is conducting a no-charge service action program for owners of 2007 model year Range Rover vehicles fitted with 4.4L V8 engines. Our records indicate that your vehicle is affected by this program and has not yet had the work completed. If you have recently had this program completed on your vehicle, you may ignore this notification.

What is the concern?

A concern has been identified with the emissions calibration of the vehicles identified above where certain driving conditions may cause a gradual increase in tailpipe emissions. This concern has no effect on the performance or driveability of your vehicle.

What will Land Rover and your Land Rover retailer do?

Land Rover is conducting a service action program for vehicles identified above. Land Rover retailers will reconfigure the Engine control module (ECM) and, where appropriate, the Transmission control module (TCM). If your vehicle requires reconfiguration of the TCM, the transmission shift quality will improve over time as it adapts to your individual driving requirements. This work will be carried out free of charge.

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 Q131.

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 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.

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.

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

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,



Peter Pochapsky
Customer Experience Manager