

SERVICE BULLETIN

RANGE
ROVER

| CIRCULATION: | | | |
|------------------|---|--------------------|---|
| Dealer Principal | ✓ | Sales Guide | |
| Centre Manager | ✓ | Parts Professional | |
| Sales Manager | | Warranty Admin | ✓ |
| Business Manager | | Service Advisor | ✓ |
| Parts Manager | ✓ | Technician | |
| Service Manager | ✓ | Systems Admin | |

Number: SWA11-01

Section: Warranty

Date: 06 APR 2011

Model: Range Rover

Applicable to: USA

Attachment: Sample Owner Letter

Subject: Owner Notified Service Action: Revised Engine and Transmission Calibration Software

DESCRIPTION

A limited number of Range Rover vehicles, equipped with the 4.4L naturally aspirated engine only, may not contain the correct level of engine management software. This can result in the progressive increase in Nitrogen Oxides (NO_x) tailpipe emissions.

VEHICLES INVOLVED / OWNER NOTIFICATION

A limited number (5,157) of 2007 model year Range Rover vehicles in the USA are involved. The VIN range for affected vehicles is:

Range Rover (LM) 4.4L naturally aspirated engine only

VIN: 7A233807 - 7A263532

Owner notification is expected to begin the week of 18 April 2011.

WORKSHOP PROCEDURE

Refer to Technical Bulletin Q131, *Service Action: Revised Engine and Transmission Calibration Software*, for complete workshop details.

PARTS

NOTE: Initial quantities of the *Vehicle Emissions Recall - Proof of Correction* certificates will be shipped to California retailers free of charge.

LRN0002LABEL.....Authorized Modification label

Qty: 1 (pack of 100)

Vehicle Emissions Recall - Proof of Correction certificate

Qty: 1 (CA-registered vehicles only; refer to Parts ALERT PA11GI-12 for ordering details)

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD125_V5.03 Calibration File 68
Land Rover-approved Midtronics Vehicle Power Supply

WARRANTY:

NOTE: Always check DDW to verify that the vehicle is affected by this Service Action prior to undertaking any repairs. Repair procedures are under constant review and therefore times and prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Warranty claims should be submitted quoting Program Code 'Q131' along with the relevant Option Code. The Option Codes which contain drive in / drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

All Warranty claims must be submitted for payment within 30 days of completion of the repair.

| <i>PROGRAM CODE</i> | <i>OPTION CODE</i> | <i>DESCRIPTION</i> | <i>SRO</i> | <i>TIME</i> | <i>PARTS</i> | <i>QTY / \$</i> |
|---------------------|--------------------|---|-------------------------|--------------|--------------|-----------------|
| Q131 | B | Update ECM software | 12.90.13 | 0.20 | Other | \$0.50 |
| Q131 | C | Update ECM software Drive in / Drive out | 12.90.13 02.02.02 | 0.20 0.20 | | |
| Q131 | D | Update ECM software; check TCM software level | 12.90.89/32 | 0.30 | | |
| Q131 | E | Update ECM software; check TCM software level Drive in / Drive out | 12.90.89/32 02.02.02 | 0.30 0.20 | | |
| Q131 | F | Update ECM <u>and</u> TCM software | 12.90.14 | 0.50 | | |
| Q131 | G | Update ECM <u>and</u> TCM software Drive in / Drive out | 12.90.14 02.02.02 | 0.50 0.20 | | |

Normal Warranty policies and procedures apply

Service Action: Revised Engine and Transmission Calibration Software**Dear Range Rover Owner,**

Land Rover is conducting a no-charge service action program for owners of 2007 model year Range Rover vehicles with 4.4L V8 engines. Your vehicle is affected by this program.

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.

Are you the owner of an affected vehicle registered in California?

Under certain driving conditions, your vehicle may release air pollutants which exceed California standards. California requires the completion of this service prior to vehicle registration renewal. Your vehicle is subject to these requirements.

When the required service has been completed, your Land Rover retailer will provide you with a '*Vehicle Emissions Recall – Proof of Correction*' certificate. Please make sure that you obtain the certificate from your Land Rover retailer and, if required, present it to the Department of Motor Vehicles when renewing your registration. Retain the certificate for your records.

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 - 2327

Thank you for choosing Land Rover. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'SP Lutz', written in a cursive style.

Stephanie P. Lutz
Customer Satisfaction Manager