

Service Action Q238 : Sample Owner Letter

Service Action Q238: Rear Spoiler Load Spreading Bracket

Dear Range Rover Sport Owner,

Land Rover is conducting a no-charge Customer Satisfaction Program (Program Code Q238) for owners of a limited number of 2012-2013 model year Range Rover Sport vehicles.

What is the concern?

As a result of the transportation process when new, the extended rear spoiler may not be correctly aligned with the body work at the rear of the vehicle. In addition to this, if for any reason the vehicle is later carried on a transporter and the transportation guidelines have not been followed, such as ensuring the vehicle is loaded in a forward facing direction, then the spoiler may become further misaligned or even completely adrift.

What will Land Rover and your Land Rover retailer do?

Land Rover would like to replace the brackets that secure the spoiler assembly to the tailgate. This work will be carried out free of charge. 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 Q238.

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 one (1) hour, 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 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,



Peter Pochapsky
Customer Experience Manager