

# Service Action Q400: Sample Owner Letter

## **CSC-10056418-4882**

### **Service Action Q400: Car Configuration File Update**

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

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code Q400) for owners of 2014 model year Range Rover Evoque vehicles.

#### **What is the issue?**

Due to a production build issue, the Car Configuration File on your vehicle may not be to the latest specification. Additionally, the Park Out feature of your vehicle was not enabled.

#### **What will Land Rover and your Land Rover retailer do?**

An authorized Land Rover retailer will update your vehicle's Car Configuration File, including enabling the Park Out feature. There will be no charge for this repair.

#### **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 Q400. 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. For complete operation details of the Park Out feature, please refer to your vehicle's Owner's Handbook.

#### **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 less than one 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 Centre 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 Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430

Thank you again for selecting Land Rover; your ownership experience is very important to us. We apologize for this issue and 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