



ABOVE & BEYOND

2014MY ALL-NEW RANGE ROVER SPORT SE – HOMELINK® FEATURE INITIATIVE

SERVICE BULLETIN

26-SEP-14 | No.: SGI14-39 | Section: GENERAL INFORMATION | Market: USA

DESCRIPTION

A limited number of 2014 model year Land Rover Range Rover Sport SE vehicles were delivered to customers with a Monroney label that specified the inclusion of a HomeLink® interior rear-view mirror as standard equipment. HomeLink® allows the customer the ability to control items such as a garage door opener or exterior / interior home lighting from the touch of a button from inside their vehicle.

The Range Rover Sport SE normally does not include the HomeLink® feature as standard equipment. As a courtesy to those owners who may have been expecting the HomeLink® feature and / or were inconvenienced by our oversight, Jaguar Land Rover North America, LLC would like to offer a complimentary HomeLink® interior rear-view mirror upgrade.

AFFECTED VEHICLES

A list of affected VINs is below.

GOODWILL INITIATIVE

As a courtesy to those owners who may have been expecting the HomeLink® feature and / or were inconvenienced by our oversight, Jaguar Land Rover North America, LLC would like to offer a complimentary HomeLink® interior rear-view mirror upgrade.

RETAILER REIMBURSEMENT

A goodwill incentive program will be paid to the VIN in the BBSS RDR. Only those vehicles which are on the attached Affected VIN / Retailer list are eligible for this incentive.

Once the customer agrees to the installation of the HomeLink® interior rear-view mirror, Retailers must fax the completed and signed attached Customer Acknowledgement form and Repair Order showing the installation of the mirror to the Retail Operations Assistance (ROA) at 866-655-6717.

Retailers will be reimbursed \$500.00 for each vehicle (mirror + installation labor). Reimbursement requires that the completed acknowledgement form and the RO be sent to ROA@jaguarlandrover.com or efax to 866.655.3717. All paperwork must be received no later than 31 January 2015 for reimbursement.

OWNER NOTIFICATION

For those owners who have already taken delivery of their vehicle, Jaguar Land Rover North America will be contacting them with this offer. A sample copy of this letter is included in this bulletin.



Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, NJ 07430
201-818-8500

September 25, 2014

Name
Address
City, State Zip
VIN:

Dear Range Rover Sport Owner,

Thank you for purchasing a new Range Rover Sport SE. We hope that you are enjoying this exceptional vehicle.

At the time you purchased your vehicle, your Monroney label specified the inclusion of a HomeLink® interior rear-view mirror as standard equipment. HomeLink® allows the user the ability to control items such as a garage door opener or exterior/interior home lighting from the touch of a button from inside the vehicle.

The Range Rover Sport SE normally does not include the HomeLink® feature as standard equipment. For any inconvenience this oversight may have caused, we would like to offer you a complimentary HomeLink® interior rear-view mirror upgrade.

At your earliest convenience, please contact your local Land Rover retailer. They will be happy to arrange for you to come in to have this upgrade completed. At the time of your appointment, please be sure to provide the retailer with this letter.

Please note this offer expires December 31, 2014.

We hope that the above options reaffirm your confidence in Jaguar Land Rover North America, LLC. We want to keep you in the family for a long, long time -- off road and on.

Sincerely,

Peter Pochapsky
Customer Relationship Centre Manager
Jaguar Land Rover North America, LLC



ABOVE & BEYOND

**CUSTOMER ACKNOWLEDGEMENT FORM
RANGE ROVER SPORT SE HOMELINK®**

RETAILER NAME & NUMBER: _____

VIN: _____

CUSTOMER NAME [print]: _____

CUSTOMER ADDRESS [print]: _____

RETAILER:

Please fax the following to the Retail Operations at **800-655-6717** or email roa@jaguarlandrover.com

1] Original of this completed document

Affected VIN / Retailer List

VIN	RETAILER NAME	VIN	RETAILER NAME
EA336805	Dimmitt Land Rover	EA310067	Land Rover Encino
EA324309	Dimmitt Land Rover	EA311185	Land Rover Encino
EA331522	Dimmitt Land Rover	EA321148	Land Rover Encino
EA336504	Haron Motor Sales, Inc.	EA321787	Land Rover Encino
EA310939	Hornburg Land Rover Los Angeles	EA326027	Land Rover Encino
EA313387	Hornburg Land Rover Santa Monica	EA311990	Land Rover Encino
EA313381	Land Rover Alexandria	EA321418	Land Rover Encino
EA327656	Land Rover Annapolis	EA324156	Land Rover Encino
EA312114	Land Rover Austin	EA327753	Land Rover Encino
EA313926	Land Rover Austin	EA327767	Land Rover Encino
EA322790	Land Rover Austin	EA310010	Land Rover Encino
EA333510	Land Rover Austin	EA313358	Land Rover Encino
EA308749	Land Rover Austin	EA324604	Land Rover Encino
EA313906	Land Rover Baton Rouge	EA316057	Land Rover Encino
EA320051	Land Rover Bellevue	EA327155	Land Rover Encino
EA319444	Land Rover Bellevue	EA310171	Land Rover Encino
EA324802	Land Rover Bethesda	EA310454	Land Rover Encino
EA336670	Land Rover Buckhead	EA314343	Land Rover Encino
EA324240	Land Rover Cary	EA308241	Land Rover Farmington Hills
EA327563	Land Rover Cerritos	EA310617	Land Rover Fort Lauderdale
EA327118	Land Rover Cerritos	EA327904	Land Rover Fort Lauderdale
EA318185	Land Rover Cerritos	EA310738	Land Rover Fort Lauderdale
EA319739	Land Rover Cerritos	EA311419	Land Rover Fort Lauderdale
EA331415	Land Rover Cerritos	EA314953	Land Rover Fort Lauderdale
EA313389	Land Rover Cerritos	EA329372	Land Rover Fort Lauderdale
EA313359	Land Rover Cerritos	EA306733	Land Rover Fort Lauderdale
EA314606	Land Rover Dallas	EA315232	Land Rover Fort Lauderdale
EA309186	Land Rover Denver East	EA330418	Land Rover Fort Lauderdale
EA334447	Land Rover Edison	EA336258	Land Rover Fort Lauderdale
EA315131	Land Rover Encino	EA312141	Land Rover Fort Lauderdale
EA327179	Land Rover Encino	EA329070	Land Rover Fort Lauderdale
EA329160	Land Rover Encino	EA310456	Land Rover Fort Myers
EA313954	Land Rover Encino	EA337083	Land Rover Fort Myers
EA314084	Land Rover Encino	EA336902	Land Rover Fort Myers
EA314425	Land Rover Encino	EA332273	Land Rover Glen Cove
EA314795	Land Rover Encino	EA329113	Land Rover Honolulu
EA320774	Land Rover Encino	EA308436	Land Rover Honolulu

Affected VIN / Retailer List

VIN	RETAILER NAME	VIN	RETAILER NAME
EA332414	Land Rover Houston Central	EA314983	Land Rover Orlando
EA332728	Land Rover Houston Central	EA324785	Land Rover Orlando
EA310718	Land Rover Houston North	EA332793	Land Rover Orlando
EA316038	Land Rover Lakeside	EA328270	Land Rover Palm Beach
EA321412	Land Rover Lakeside	EA322091	Land Rover Palm Beach
EA326711	Land Rover Larchmont/New Rochelle	EA330708	Land Rover Palm Beach
EA331211	Land Rover Las Vegas	EA309558	Land Rover Palm Beach
EA323961	Land Rover Merritt Island	EA330037	Land Rover Palm Beach
EA310513	Land Rover Mission Viejo	EA333528	Land Rover Palm Beach
EA310495	Land Rover Mission Viejo	EA320764	Land Rover Palm Beach
EA325145	Land Rover Mission Viejo	EA323320	Land Rover Palm Beach
EA325008	Land Rover Mission Viejo	EA314028	Land Rover Parsippany
EA313393	Land Rover Mission Viejo	EA318315	Land Rover Parsippany
EA324247	Land Rover Mission Viejo	EA316792	Land Rover Parsippany
EA324256	Land Rover Mission Viejo	EA314378	Land Rover Parsippany
EA325503	Land Rover Naples	EA311341	Land Rover Richmond
EA322322	Land Rover Naples	EA315244	Land Rover Salt Lake City
EA336214	Land Rover Naples	EA328861	Land Rover San Antonio
EA325262	Land Rover Nashville	EA330227	Land Rover San Diego
EA326932	Land Rover Newport Beach	EA314920	Land Rover San Juan
EA327739	Land Rover Newport Beach	EA309757	Land Rover San Juan
EA313356	Land Rover Newport Beach	EA318247	Land Rover San Juan
EA327032	Land Rover Newport Beach	EA313350	Land Rover San Juan
EA318235	Land Rover Newport Beach	EA314224	Land Rover San Juan
EA327260	Land Rover Newport Beach	EA325161	Land Rover San Juan
EA325977	Land Rover Newport Beach	EA315822	Land Rover San Juan
EA326788	Land Rover Newport Beach	EA319093	Land Rover San Juan
EA324971	Land Rover North Dade	EA313836	Land Rover San Juan
EA324938	Land Rover North Dade	EA316431	Land Rover San Juan
EA310031	Land Rover North Dade	EA319320	Land Rover San Juan Texas
EA325671	Land Rover North Dade	EA309670	Land Rover South Bay
EA330328	Land Rover North Dade	EA310195	Land Rover South Bay
EA315336	Land Rover North Dade	EA310005	Land Rover South Bay
EA310047	Land Rover North Dade	EA326768	Land Rover South Bay
EA321316	Land Rover North Dade	EA326995	Land Rover South Bay
EA320300	Land Rover Norwood	EA324432	Land Rover South Bay
EA336599	Land Rover Orlando	EA326018	Land Rover South Bay

Affected VIN / Retailer List

VIN	RETAILER NAME	VIN	RETAILER NAME
EA327498	Land Rover South Bay	EA320443	Land Rover Thousand Oaks
EA310449	Land Rover South Bay	EA312117	Land Rover Thousand Oaks
EA326330	Land Rover South Bay	EA320694	Land Rover Thousand Oaks
EA327798	Land Rover South Bay	EA319725	Land Rover Thousand Oaks
EA310153	Land Rover South Bay	EA321864	Land Rover Thousand Oaks
EA313392	Land Rover South Bay	EA323834	Land Rover Thousand Oaks
EA327924	Land Rover South Bay	EA308207	Land Rover Thousand Oaks
EA310310	Land Rover South Bay	EA324746	Land Rover Tysons Corner
EA327740	Land Rover South Bay	EA325860	Land Rover Tysons Corner
EA309599	Land Rover South Bay	EA308596	Land Rover Tysons Corner
EA310638	Land Rover South Bay	EA310255	Land Rover Ventura
EA325222	Land Rover South Bay	EA313398	Land Rover Ventura
EA313371	Land Rover South Bay	EA325464	Land Rover Virginia Beach
EA336864	Land Rover South Dade	EA324044	Land Rover Warwick
EA336091	Land Rover South Dade	EA327699	Land Rover Waukesha
EA308415	Land Rover Southampton	EA316744	Land Rover West Columbia
EA330189	Land Rover Sudbury		
EA322550	Land Rover Tampa		
EA322581	Land Rover Tampa		
EA327550	Land Rover Tampa		
EA336763	Land Rover Tampa		
EA319647	Land Rover Westside		