



ABOVE & BEYOND

UPDATE PRIOR TO SALE UPS0417-3B: INCORRECT VIN CERTIFICATION LABEL

SERVICE BULLETIN

23-FEB-17

NO.: SGI17-15

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where the incorrect VIN Certification Label has been fitted.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLES

Range Rover Sport (L494; SVR only)

Model Year: 2017

VIN: 124092-134855

Visit the InfoTrail website for a list of affected unsold vehicles (as of 23 February 2017).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Refer to Technical Bulletin UPS0417-3bNAS, *Update Prior to Sale: VIN Certification Label Incorrect*, for detailed repair instructions.

PARTS

NOTE: the correct VIN Certification Label will be provided free of charge. Details below are for reference only.

Special Parts Ordering Procedure: a signed VIN Label Request form (attached) is required for each affected vehicle. Note that this form is for this Update Prior to Sale only.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Label - USA	LR064215	1	100
Label - Canada	LR064216	1	100

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recalls and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **25 July 2017** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
N006	B	Remove and replace label	05.10.10	0.10	-	-
N006	C	Remove and replace label	05.10.10	0.10	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this UPS mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS campaign.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

JAGUAR LAND ROVER VIN LABEL

Update Prior to Sale - UPS0417



Jaguar Land Rover North America, LLC 555 MacArthur Boulevard Mahwah, NJ 07430-2327

Fax: 1-855-906-1005 or Email: jlrvinq@jaguarlandrover.com

IMPORTANT! Vehicle Identification Number (VIN) labels and plates are high security items. Form needs to be filled out completely.

- A. Print accurately and legibly; this is your shipping label.
- B. This form is for ordering replacement labels and plates only.
- C. Incomplete forms cannot be processed.
- D. Retain this form with the 'shop copy' of the vehicle repair order.
- E. Replacement VIN label/plate will only be shipped to dealer address.
- F. Replacement VIN label/plate must be placed on the vehicle by the dealer.

If you have any questions please contact Parts Helpline at 1-800-523-1019.

Retailer Address for Shipping:

Retailer Name:				Retailer No.:				Your Name:			
Address:				Phone No.:				Fax No.:			
City:				Ref/P.O. No.:							
State:		ZIP:									

If sold add Customer Information:

Name:				Day Phone No.:					
Address:				Driver License No.:					
City:		State:		ZIP:		State of Issue:			

VIN (17 digits):

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FULL VEHICLE IDENTIFICATION NUMBER MUST BE SUPPLIED

USA Label: Order LR064215 Quantity 1 _____

Canada Label: Order LR064216 Quantity 1 _____

DECLARATION

* I have included a clear and legible copy of the Vehicle Registration Document

Special Note: Where the name of the applicant in Part "A" and the registered keeper on the Vehicle Registration document are not the same, please also provide either (a) a copy of the bill of sale where the vehicle has just been purchased; or (b) a letter of authority from the registered keeper.

* I confirm that I have examined the original Vehicle Registration Document and that it is not defaced/alterd in anyway.

* I retained any and all portions of the plate/label being replaced for return to Land Rover upon request.

Parts or Service Manager's Signature

Print Name and Title

Date