



NOTIFICATION OF UPDATE PRIOR TO SALE UPS9817-1B [N134]: CRANKSHAFT BEARING FAILURE

SERVICE BULLETIN

08-NOV-17

NO.: SGI17-49

SEC.: GENERAL
INFORMATION

MKT.: USA

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may be fitted with an engine containing a crankshaft with a burr around the oil feed hole.

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 VEHICLE RANGE

Range Rover Sport (L494; V8 5.0L SC Petrol)

Model Year: 2017

VIN: 170368-173952

Range Rover (L405; V8 5.0L SC Petrol)

Model Year: 2017

VIN: 370319-373637

A total of 80 vehicles are potentially involved in the United States and Federalized Territories. Visit the InfoTrail website for a list of affected unsold vehicles (as of 06 November 2017).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by Program Code '**N134**' and 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.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured.

CUSTOMER COMMUNICATION

Should this Program 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 Update Prior to Sale program.

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 this specific 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.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.

VIN	Chassis #	Model Line	Model Year	Dealer Code and Name
SALGS2FE8HA370389	HA370389	Range Rover	2017	0112 Cole European
SALGS2FE1HA371061	HA371061	Range Rover	2017	0114 Land Rover Buckhead
SALWR2FE6HA170876	HA170876	Range Rover Sport	2017	0114 Land Rover Buckhead
SALWR2FEXHA173778	HA173778	Range Rover Sport	2017	0121 Land Rover Parsippany
SALGS2FE8HA370411	HA370411	Range Rover	2017	0131 Land Rover North Dade
SALGS2FE5HA370480	HA370480	Range Rover	2017	0131 Land Rover North Dade
SALGS2FE4HA371023	HA371023	Range Rover	2017	0143 Land Rover Charlotte
SALWR2FE9HA170595	HA170595	Range Rover Sport	2017	0175 Haron Land Rover
SALWR2FE7HA170451	HA170451	Range Rover Sport	2017	0177 Land Rover Orlando
SALWR2FE9HA170600	HA170600	Range Rover Sport	2017	0177 Land Rover Orlando
SALWR2FE6HA170618	HA170618	Range Rover Sport	2017	0212 Land Rover Main Line
SALWR2FE8HA170880	HA170880	Range Rover Sport	2017	0212 Land Rover Main Line
SALWR2FE1HA171000	HA171000	Range Rover Sport	2017	0234 Land Rover Austin
SALWR2FE9HA170760	HA170760	Range Rover Sport	2017	0253 Land Rover South Dade
SALWR2FE9HA170869	HA170869	Range Rover Sport	2017	0253 Land Rover South Dade
SALWR2FE9HA170788	HA170788	Range Rover Sport	2017	0261 Land Rover Redwood City
SALWR2FEXHA171013	HA171013	Range Rover Sport	2017	0261 Land Rover Redwood City
SALGS5FE6HA373387	HA373387	Range Rover	2017	0277 Land Rover Fairfield
SALGS2FE8HA370733	HA370733	Range Rover	2017	0287 Hornburg Land Rover Los Angeles
SALGS2FE9HA370319	HA370319	Range Rover	2017	0291 Land Rover Seattle
SALWR2FE9HA170368	HA170368	Range Rover Sport	2017	0297 Land Rover Farmington Valley
SALGS2FE6HA371329	HA371329	Range Rover	2017	0299 Land Rover North Scottsdale
SALGS2FE2HA370419	HA370419	Range Rover	2017	0303 Land Rover Shreveport
SALGS2FE3HA370347	HA370347	Range Rover	2017	0305 Land Rover Baton Rouge
SALWR2FE9HA171116	HA171116	Range Rover Sport	2017	0305 Land Rover Baton Rouge
SALWR2FE4HA170844	HA170844	Range Rover Sport	2017	0313 Land Rover Mission Viejo
SALWR2FE5HA170870	HA170870	Range Rover Sport	2017	0313 Land Rover Mission Viejo
SALGS2FE8HA370974	HA370974	Range Rover	2017	0314 Land Rover Newport Beach
SALGS2FE2HA370937	HA370937	Range Rover	2017	0337 Land Rover Naples
SALWR2FE0HA170517	HA170517	Range Rover Sport	2017	0337 Land Rover Naples
SALWR2FE4HA170827	HA170827	Range Rover Sport	2017	0337 Land Rover Naples
SALWR2FEXHA170895	HA170895	Range Rover Sport	2017	0344 Land Rover Houston North
SALWR2FE3HA170821	HA170821	Range Rover Sport	2017	0350 Land Rover Omaha
SALGS5FE1HA373457	HA373457	Range Rover	2017	0352 Land Rover Peoria
SALWR2FE8HA170829	HA170829	Range Rover Sport	2017	0362 Land Rover Princeton

VIN	Chassis #	Model Line	Model Year	Dealer Code and Name
SALWR2FE9HA170919	HA170919	Range Rover Sport	2017	0362 Land Rover Princeton
SALWR2FEXHA173702	HA173702	Range Rover Sport	2017	0369 Land Rover Edison
SALWZ2FE0HA173952	HA173952	Range Rover Sport	2017	0369 Land Rover Edison
SALGS2FE1HA370329	HA370329	Range Rover	2017	0371 Land Rover Little Rock
SALWR2FE0HA170985	HA170985	Range Rover Sport	2017	0374 Land Rover Carlsbad
SALGS2FE0HA370760	HA370760	Range Rover	2017	0376 Land Rover San Diego
SALWV2FE7HA170798	HA170798	Range Rover Sport	2017	0376 Land Rover San Diego
SALWR2FE8HA171074	HA171074	Range Rover Sport	2017	0378 Land Rover Denver
SALWR2FE8HA170748	HA170748	Range Rover Sport	2017	0381 Land Rover Anaheim Hills
SALWR2FE9HA171004	HA171004	Range Rover Sport	2017	0381 Land Rover Anaheim Hills
SALWR2FE1HA170882	HA170882	Range Rover Sport	2017	0382 Land Rover Cerritos
SALWR2FEXHA170914	HA170914	Range Rover Sport	2017	0382 Land Rover Cerritos
SALWR2FE7HA170921	HA170921	Range Rover Sport	2017	0382 Land Rover Cerritos
SALWR2FE8HA170751	HA170751	Range Rover Sport	2017	0388 Land Rover Annapolis
SALGS5FE3HA373637	HA373637	Range Rover	2017	0604 Land Rover Darien
SALWR2FE6HA171011	HA171011	Range Rover Sport	2017	0604 Land Rover Darien
SALWR2FE0HA170792	HA170792	Range Rover Sport	2017	0612 Land Rover Downtown Salt Lake
SALWR2FE7HA170949	HA170949	Range Rover Sport	2017	0614 Land Rover Mt. Kisco