



DESCRIPTION OF ISSUE

A potential issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range. The instrument panel Air Bag installed into the vehicle may display a red warning label. It has been confirmed that there is no functional issue with the air bag and the label has been applied incorrectly.

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.

There are no other vehicle functional issues associated with this error.

AFFECTED VEHICLE RANGE

New Range Rover Evoque (LZ)

Model Year: 2020

VIN: 036340-037367

AFFECTED VIN LIST

LH036370	0509 Decarie Motors, Inc.	CAN
LH036346	0519 Land Rover Richmond	CAN
LH036352	0519 Land Rover Richmond	CAN
LH036340	0540 Land Rover Calgary	CAN
LH036376	0540 Land Rover Calgary	CAN
LH037093	0548 Land Rover Waterloo	CAN
LH037308	0549 Land Rover Langley	CAN
LH037367	0153 Land Rover Warwick	USA
LH037329	0342 Land Rover Fort Lauderdale	USA
LH037349	0374 Land Rover Carlsbad	USA

SERVICE PROGRAM / REWORK ACTION

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

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program.

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.

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.