



### DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the tow bar fasteners may be loose due to the incorrect torque application during the manufacturing process.

### AFFECTED VEHICLE RANGE

Range Rover Sport (LW)

Model Year: ..... 2020

VIN / Retailer: ..... 711161 / Land Rover Norwood

Range Rover (LG)

Model Year: ..... 2020

VIN / Retailer: ..... 591795 / Land Rover Ottawa

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this Program prior to undertaking any 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. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

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

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

### 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.