

9HP TRANSMISSION - EXTENDED WARRANTY PROGRAM

14-15MY EVOQUE AND 15MY DISCOVERY SPORT- USA



- Current and former owners of these US vehicles are now eligible for an extended warranty for the 9HP Transmission
- This extension is for an additional 1 year or 12,500 miles beyond the standard factory warranty.
- Eligible vehicles now display this new warranty period in the DDW inquiry screen.
- Bulletin **NAS20.03.002** was published to GRP, TOPIx and emailed to all retailers on March 3rd 2020. This includes a copy of the customer letter and full details of the customer benefits which include reimbursement for prior repairs and goodwill vouchers with a value based upon the vehicle's prior transmission repair history.

9HP TRANSMISSION EXTENDED WARRANTY - USA

NAS20.03.002 | WARRANTY | USA | AFTER SALES BULLETIN | MARCH 3, 2020

TO: All Authorized Land Rover Retailers
RE: 9HP Transmission Extended Warranty - USA

The extended warranty coverage is applicable to Land Rover 2013MY Discovery Sport (E200) and 2014-2015MY Range Rover Evoque (E300) vehicles imported and sold as new in the United States (the "Applicable Vehicle") and extends the transmission warranty coverage to 5 years or 62,500 miles (whichever occurs first).

What does this Extended Warranty cover?
 This extended warranty covers all repairs to, or replacement of, the 9HP automatic transmission assembly, any external parts, and updates to operating software on applicable vehicles. Additional emissions warranties applicable to the Transmission Control Module and Valve block are unaffected by the extended warranty coverage.

What do retailers need to do?
 Repairs to Applicable Vehicles will follow the standard Jaguar Land Rover repair process. Retailer must:

- Check for eligible vehicles on the warranty coverage section of the Land Rover CDW inquiry screen.
- Follow the repair procedure provided in TOPIx and
- Submit a warranty claim via the warranty system.

NOTE: when the standard 4 year/50,000-mile Land Rover warranty has expired but the 3-year/62,500-mile extended warranty has not yet expired, the warranty claim must be submitted using Program Code **T9H**. All warranty claims related to the Transmission control module and valve block beyond the 4-year/50,000-mile Land Rover Warranty should continue to use the relevant emissions warranty program code **567**.

Customer Reimbursement Process
 If a customer has indicated that they have already paid for the concern as a normal retail repair (after the expiration of the standard 4-year/50,000-mile warranty and before the expiration of the 3-year/62,500-mile extended warranty), the process for reimbursement for out-of-pocket expenses is detailed in the customer letter and customers should be directed to follow the claim steps set out in this letter.

Goodwill Vouchers
 Customers affected by the concern will be offered a service and parts voucher which can be used toward the purchase of a Jaguar or Land Rover vehicle or towards parts or services on an existing 2013MY Discovery Sport (E200) and 2014-2015MY Range Rover Evoque (E300) vehicle. The voucher amount depends on the number of times the customer has visited a retailer within the first 4 years or 50,000 miles. Where a customer presents a voucher, reimbursement (goodwill) using the standard non-mechanical CDW process. Upon receipt of a claim form, vouchers will be supplied to eligible customers by the Customer Response Team (CRT), in accordance with the details in the attached customer letter that Land Rover is making to all owners of affected vehicles. Please see sample voucher attached.

For questions regarding the content of this publication, please contact:
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- Customers are directed to apply for vouchers and claim reimbursements via a 3rd party response team.
- Customers must redeem their vouchers for sales or service at Land Rover retailers who will be reimbursed using goodwill claims.