



TO: all Authorized Land Rover Retailers

RE: 9HP Transmission Extended Warranty - USA

The extended warranty coverage is applicable to Land Rover 2015MY Discovery Sport (L550) and 2014-2015MY Range Rover Evoque (L538) vehicles imported and sold as new in the United States (the "Applicable Vehicles") 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 internal parts, and updates to operating software on Applicable Vehicles. Additional emission warranties applicable to the Transmission Control Module and Valve block are unaffected by this extended warranty coverage.

What do Retailers need to do?

Repairs to Applicable Vehicles will follow the standard Jaguar Land Rover repair process.

Retailers must:

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

NOTE: where the standard 4-year/50,000-mile Land Rover warranty has expired (but the 5-year/62,500 mile extended warranty has not yet expired), the warranty claim must be submitted using Program Code **'TRN'**. 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 **'S07'**.

Customer Reimbursement Process

If a customer has indicated that they have already paid for this concern as a normal retail repair (after the expiration of the standard 4-year/50,000-mile warranty and before the expiration of the 5-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 this 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 2015MY Discovery Sport (L550) and 2014-2015MY Range Rover Evoque (L538) vehicles. 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, reimburse via Goodwill using the standard non-mechanical 'CE' process. Upon receipt of a claim form, vouchers will be supplied to eligible customers by the Customer Response Team-9HP, in accordance with the details in the attached customer letter that Land Rover is mailing to all owners of affected vehicles. Please see sample voucher attached.

For questions regarding the content of this publication, please contact:
Imanda Baladi Upstream Technology & Warranty Manager
888.577.8577 > Option 5 naesc@jaguarlandrover.com

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

**DRAFT CUSTOMER LETTER RE 9HP WARRANTY EXTENSION,
REIMBURSEMENT AND VOUCHERS**



[DATE - TO BE SUPPLIED]

**RE: 9HP Automatic Transmission Warranty Extension, Customer Reimbursement,
& Retail Vouchers**

Vehicles Affected:

Range Rover Evoque – Model Year 2014-2015

Land Rover Discovery Sport – Model Year 2015

Dear current or former Range Rover Evoque/ Land Rover Discovery Sport owner or lessee:

This letter is to notify you that Jaguar Land Rover North America (JLRNA) has decided to offer additional benefits related to the automatic transmission installed in 2014-2015 model year Range Rover Evoque and 2015 model year Land Rover Discovery Sport vehicles.

In line with its commitment to customer satisfaction, JLRNA is offering these benefits in response to reports of performance issues with a limited number of these transmissions. As a current or former owner or lessee of one of these vehicles, you are potentially eligible for some or all of these benefits.

What additional benefits are being offered?

JLRNA is offering three types of benefits:

- 1) Extended Warranty Coverage. Repairs or replacement of the automatic transmission assembly (including operating software) that satisfy the terms of the New Vehicle Limited Warranty will be covered for an extended period of five (5) years or 62,500 miles, whichever occurs first.
- 2) Reimbursement for Repairs/Replacements. Reimbursement of part and labor costs incurred for past repairs or replacements of the automatic transmission assembly (including operating software) performed by Land Rover retailers within the extended warranty period.
- 3) Vouchers Redeemable at Jaguar and Land Rover Retailers. These vouchers can be used towards the purchase of a Land Rover or Jaguar vehicle or towards parts or service on an existing 2014-2015 model year Range Rover Evoque and 2015 model year Land Rover Discovery Sport vehicle. As explained in the chart below, the voucher value depends on the number of times that you may have visited a Land

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Rover retailer within the first four (4) years or 50,000 miles that your vehicle was in service with one or more of the following complaints: rough, delayed, or sudden shifting; grinding noise during shifting; harsh engagement of gears; or reduced power when the vehicle shifts into gear (hereafter referred to as a “Transmission-Related Complaint”).

NO. OF TRANSMISSION-RELATED COMPLAINTS	VOUCHER VALUE
3-4	\$100
5-6	\$200
7-8	\$300
9 or more	\$400

What should I do to claim these benefits?

- 1) If there is a transmission component that requires repair or replacement, and otherwise satisfies the terms of the New Vehicle Limited Warranty, you can receive the benefit of extended warranty coverage by delivering your vehicle to your preferred Land Rover retailer during the extended warranty period and requesting warranty coverage.
- 2) To be reimbursed for out-of-pocket costs paid within the extended warranty period for one or more automatic transmission repairs or replacements (including operating software), you should complete the enclosed Claim Form and Release, attach photocopies of receipts or repair orders as evidence of repair, and mail it to Customer Response Team-9HP, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103 within ninety (90) days of the date of this letter. The Claim Form and Release must be received by the Customer Response Team-9HP within one hundred and twenty (120) days of the date of this letter in order to be processed.
- 3) To receive a voucher in one of the amounts described above, you should complete the enclosed Claim Form and Release, attach photocopies of receipts or repair orders as evidence of repair, and mail it to Customer Response Team-9HP, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103 within ninety (90) days of the date of this letter. The Claim Form and Release must be received by the Customer Response Team-9HP within one hundred and twenty (120) days of the date of this letter in order to be processed. Vouchers are not transferable and are valid for one (1) year from the date of this letter. Please refer to the voucher for any additional terms and limitations.

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Who should I contact with questions?

Should you have any questions regarding the benefits described in this letter, please contact Customer Response Team-9HP, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103, (833) 995-2145, info@9HPbenefits.com.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence.

Sincerely,

Rory Beattie
Vice President, Customer Service
Jaguar Land Rover North America



9HP Automatic Transmission Retail Voucher

\$[XXXX] Voucher

Issue Date: [Redacted], 2020

[Name]

[Address1]

[Address2]

[City], [State] [Zipcode]

Voucher Serial Number: [Redacted] [BAR CODE]
[Voucher Number]

You are receiving this Voucher because you submitted a Claim Form and Release related to the automatic transmission installed in a 2014-2015 model year Range Rover Evoque or 2015 model year Land Rover Discovery Sport vehicle.

This Voucher is valid for one (1) year from the issue date above. **It expires on [Redacted], 2021.** This Voucher may be redeemed only at an authorized Land Rover retailer in the United States and may only be used towards the purchase of a Land Rover or Jaguar vehicle or towards parts or service on an existing 2014-2015 model year Range Rover Evoque or 2015 model year Land Rover Discovery Sport vehicle.

This Voucher is not redeemable for any cash whatsoever. No refund or change will be given on any unused portion of the Voucher. This Voucher is not valid for use in connection with past purchases. Further, this Voucher is not transferable to anyone other than the individual identified above.

This Voucher may be used only one time and is subject to fraud prevention measures. Please present this Voucher to the authorized Land Rover retailer when paying for eligible products or services.

Retailer: please reference Bulletin # [Redacted] for further instructions.
