

# CAMPAIGN LAUNCH STATUS

## N583 and H335 - MISSING ACTIVITY KEYS, 21-22MY



### ONP SERVICE ACTION - N583 and H355 MISSING ACTIVITY KEY

AFFECTED MODELS	21-22MY Defender, Discovery, RR Evoque and Discovery Sport, Range Rover, Range Rover Sport, F-PACE
CURRENT VOLUME AFFECTED	56 USA 48 CAN * MORE VEHICLES TO BE ADDED
REPAIR	Due to the Global semi-conductor chip shortage, some Land Rover and Jaguar vehicles will be shipped to market without an activity key. The campaign bulletin advises retailers of this situation and that later this year when parts are available the campaign will be published with a repair process to add the key.
REPAIR TIME	N/A
CAMPAIGN LAUNCH	May 20th, 2021
Notes	<b>Confirm Vehicles are included by checking the Warranty Portal. Vehicles may be sold with this open campaign.</b> First affected unit wholesale by May 28 <sup>th</sup> . Repair bulletin will be published later in 2021 when key supply has resumed and customers are mailed..



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- For Retailer Sales teams, a related USA Product Bulletin 212205.029 and JLRP-2105.01 for Canada were published May 28<sup>th</sup>.
- This includes the Customer Acknowledgement form to be completed with the VIN and signed by the Customer at the time of vehicle handover.
- Form to be kept in vehicle file.
- Customer's will be notified by mail when activity key supply resumes.



RETAILER BULLETIN											
28 - MAY - 2021		BULLETIN NO. 212205.029		DEPT. Product Planning		SALES		TECHS		PARTS STAFF	
AUDIENCE	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES
	MANAGER	X	SALES	X	SALES	X	SALES	X	SALES	X	SALES

Dear Retailer colleagues,  
Due to a global semiconductor chip shortage, certain Jaguar Land Rover vehicles listed Affected Vehicle Range may not be supplied with an Activity Key as orders have not yet been received from the manufacturer.  
We realize this may be a disappointment to retailers and customers but unfortunately we do not have any direct control over the supply shortage. However, to minimize delivery handovers we have chosen to proceed with delivery of the affected vehicles but customer has signed an acknowledgment form (see below and Attachment A), as provided the missing Activity Keys when supply becomes available later this year.

Affected Vehicle Range:

Model	Model Year
Defender	2021 - onwards
Discovery Sport	2021 - onwards
Discovery	2021 - onwards
Range Rover Evoque	2021 - onwards
Range Rover Sport	2021 - onwards
Range Rover	2021 - onwards
Jaguar F-PACE	2021 - onwards

Please visit the British Brands Sales Suite (BBSS) website for a list of affected retailers.

### MAILING LIST

The Activity Key works like a normal vehicle key allowing owners to leave their car unlocked and return to the car with the Activity Key. The Activity Key is anticipated to be available during the fourth quarter of 2021, but timing is still to be confirmed.



### ATTACHMENT A

#### Customer Acknowledgement Regarding Activity Key

Dear valued customer,  
Unfortunately, due to a global chip shortage, the Activity Key option cannot be provided with your vehicle at delivery.

#### The Activity Key



The Activity Key works like a normal vehicle key allowing owners to leave their conventional key fob behind and wear the practical wrist device instead. The water-resistant, weatherproof Activity Key allows owners to control several convenience features including start/stop and lock/unlock using the LCD screen.

By signing below, you acknowledge that in connection with completing the purchase/lease of your vehicle (VIN \_\_\_\_\_), you have been informed that the Activity Key will be provided to you by your preferred Jaguar Land Rover retailer as soon as it becomes available at no additional charge. The Activity Key is anticipated to be available during the fourth quarter of 2021, but timing is still to be confirmed.

Customer Signature: \_\_\_\_\_ Salesperson Signature: \_\_\_\_\_

