

Vehicle Quarantine Notice



Issue Date: 03 October 2023

Action No.: N827 UPS4323-2

Subject: **Misplaced Structural Sealant**

Model(s):	Model/Variant	Model Year(s)	
		from	to
	Defender (LE)	2024	2024

To: All National Sales Companies (NSCs), importers, retailers and authorized repairers in Canada and North America.

For the Attention of: The approved Jaguar Land Rover (JLR) retailer/authorized repairer.

Important: Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC: Quarantine vehicles at the Port of Entry Facility, retailer/authorized repairer or applicable NSC location.

NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

This campaign does not apply to any vehicles already registered and in use, either with the retailer/authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign.

Vehicle Quarantine Notices must strictly be adhered to. Unless otherwise stated in the content of this Vehicle Quarantine Notice, no vehicles are to be distributed, handed over to customers or used on public roads.

This campaign is now rescinded with immediate effect.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range.

Incorrectly positioned structural sealant has led to the requirement for vehicle rework, quarantine in place to allow time for physical testing to confirm the robustness of the rework

ACTION TO BE TAKEN

This campaign directs retailers/authorized repairers to quarantine any unsold and affected vehicles within the above vehicle range. No vehicles are to be distributed, handed over to customers or used on public roads. The Vehicle Identification Number (VIN) of any affected vehicle already handed over to customers must be reported by email to jlrcomp@jaguarlandrover.com.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

CUSTOMER COMMUNICATION

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

"JLR are 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. JLR have advised us that there is an upgrade to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best 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 to the launch of any Vehicle Quarantine Notice.

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 activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Center (CRC) in the first instance for help and support.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director