

Vehicle Quarantine Notice



Issue Date: 28 February 2024

Action No.: N873 UPS1224-1

Subject: **Powertrain Control Module Software Error**

Model(s):	Model/Variant	Model Year(s)	
		from	to
	Range Rover (LK)	2024	2024
	Range Rover Sport (L1)	2024	2024

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

For the Attention of: The approved JLR retailer/authorized repairer.

Important: 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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport vehicles, where the Powertrain Control Module (PCM) software contains unexpected loss of functionality. This prevents certain regulatory mandated for Mode 6 test results from being stored and available for reporting in a hand held scan tool. As a result the affected vehicles do not conform to the certified condition.

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 jlrcamp@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, 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