

Vehicle Quarantine Notice



Changes are highlighted in blue

Issue Date: 13 September 2024

Action No.: N929 UPS4024-2

Subject: **Roof Rails Not Installed**

Model(s):	Model/Variant	Model Year(s)	
		from	to
	Discovery Sport (LC)	2025	2025

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

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

Important: **This Quarantine has been updated to advise retailers to complete a visual inspection to confirm if the car has roof rails installed, as per order specification. Email JLRcamp@JAGUARLANDROVER.COM with inspection results and await further instructions.**

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.

It has been identified that certain Discovery Sport Vehicles have been released from plant without roof rails installed.

ACTION TO BE TAKEN

Complete a visual inspection to confirm if the car has roof rails installed, as per order specification. Email, JLRcamp@JAGUARLANDROVER.COM with inspection results and await further instructions.

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.



The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

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