



September 05, 2024

Service Action N892 - Engine Oil and Filter Change

Vehicles Affected: Discovery, Discovery Sport, Range Rover Evoque, Range Rover Velar, Defender.

Model Year: 2021 Onwards

Dear Land Rover Owner:

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **N892**) for owners of certain vehicles listed above that are equipped with 2.0L I4 Ingenium gasoline engines. Your vehicle is affected by this program and this letter explains the scope of this program and how we can help you keep your vehicle in optimum condition.

What is the issue?

Land Rover has developed a new, state-of-the-art predictive diagnostic technology which uses connected data from the systems in your vehicle to remotely monitor their performance. This process runs continuously and transparently in the background, assessing the functionality of key domains such as the engine and emissions control systems to check that everything is operating normally. If the diagnostics technology predicts that an issue may develop within your vehicle in the near future, it automatically alerts us. This enables us to let you know what the issue is likely to be so that you can get your vehicle checked and if required updated before a fault actually occurs.

In this instance, the diagnostic technology has predicted that the driving style of your vehicle has a tendency to cause engine oil quality to degrade at a faster rate than the regular service interval. This could be based on several factors but mainly the vehicle's high levels of urban use. To prolong life of all internal components in the 2.0L I4 Ingenium gasoline engine we advise an earlier engine oil and engine oil filter change. This early engine oil and engine oil filter change is in addition to the vehicle regular service intervals.

We will continue monitoring the vehicle using connected data post completion of this Customer Satisfaction Program and if the diagnostic technology again predicts an issue may develop, we will notify you to have your vehicle checked and advise another early engine oil and oil filter change.

Information regarding arduous driving styles can be found in the Owner's Handbook under the sections titled 'Maintenance and Service'. and 'Arduous Driving Conditions'.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will renew the engine oil and engine oil filter on your vehicle. There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program code '**N892**'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take up to approximately one (1) hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within ten (10) days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner, using the return postage-paid card enclosed.

What should you do if you have further questions?

If you have any questions regarding this Program, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Centre at **1-800-637-6827, Option 9**, and one of our representatives will be happy to assist you.

You may also contact Land Rover by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover, NA LLC