



March 14, 2025

Service Action N968 - Single Speed Transfer Case Pump – Connected Campaign

Vehicles Affected: 2021 – 2023MY Discovery, 2023 - 2024MY Range Rover Sport,

Dear Land Rover Owner:

Jaguar Land Rover North America LLC is conducting a no-charge Customer Satisfaction Program for owners of specific vehicles within the range listed above. Your vehicle is included.

What is the issue?

A concern has been identified through diagnostic technology using connected vehicle data from the systems in your vehicle to remotely monitor their performance. This process runs continually in the background, assessing the functionality of certain vehicle systems. If diagnostic technology predicts that an issue may develop within your vehicle in the near future, it automatically alerts us. This enables us to contact you so that you can get your vehicle checked and if required updated before a fault occurs.

In this instance, the diagnostic technology has predicted that the performance of your transfer case motor pump has reduced. This may cause a reduction in torque to the front axle and you may notice an inability to apply the All-Wheel Drive (AWD) lock.

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

An authorized Land Rover retailer will replace The Transfer Case Control Module (TCCM) and motor pump. There will be no charge for this repair under this program.

In Vehicle Notification.

The following text will be displayed on your vehicle Touchscreen as part of the In-Vehicle campaign notification process. The message will remain in the Vehicle Health message center for 7 days after it is sent, even if the campaign is completed.

Connected Campaign

VEHICLE HEALTH: A proactive repair is required to your vehicle.

Land Rover would like to advise you that during our ongoing quality assessments of our products, we have identified that your vehicle needs a proactive repair to ensure it continues to operate at optimum efficiency. This was identified using over-the-air-diagnostics.

Contact your Land Rover retailer to arrange a free repair. Reference campaign code N968 when speaking to your retailer. If you are a fleet user, contact your fleet administrator.

You can manage vehicle health notifications in settings, notifications menu.

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 'N968'.

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.

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

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 two (2) hours, 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.

What if I have previously paid for this repair?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Land Rover Land Rover North America, LLC.

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