



EXTENDED WARRANTY

Global Service Action
Number: N971

Subject: SVR Catalyst Extended Warranty	Publication No.: N971
	Model: Range Rover Sport (LW)
	Model Year: 2018 - 2022
	Date of Issue: 05 February 2026

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	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 bulletin is to provide the relevant details relating to extended warranty being offered on the vehicle lines, model years and parts described.

This bulletin is issued to inform you about an extension to the standard JLR warranty being offered in-

- USA and Canada.

Which vehicles are covered under this extended warranty?

The extended warranty coverage is applicable to the following vehicles;

- Range Rover Sport SVR vehicles 2018 model year to 2022 model year.

What does this extended warranty cover?

This extended warranty covers all repairs to, or replacement of, the exhaust catalysts on applicable vehicles.

What is the extended warranty offering?

The extended warranty coverage is as follows:

- Canada: 15 years / 242,000 kilometers, whichever occurs first.
- USA: 15 years / 150,000 miles, whichever occurs first.

What JLR retailers / authorised repairer must do?

Repairs to applicable vehicles must follow the standard JLR repair process. JLR retailers / authorized repairers must:

- Check for eligible vehicles on the JLR claims submission system to make sure that the vehicle is an applicable vehicle covered by this extended warranty.

- Follow the repair procedures provided in TOPIx.
- Submit a warranty claim via the warranty system.

NOTE: Where the standard JLR vehicle warranty and the Federal Emission warranty have expired, the warranty claim must be submitted using Program Code **SVRC**.

NOTE: Sample copies of the relevant USA and Canadian customer letters are appended for information.

Customer Reimbursement Process

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period) prior to the date of the customer letter, a copy of the repair order must be produced as proof of the repair. Submit a claim with program code **SVRC** making sure there is zero time for labour and zero parts allowance, and then record the total re-imbusement value as miscellaneous item using the sundry code **ZZZ305**.

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment must be entered in the 'Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for the SVR Catalyst Extended Warranty as defined in this bulletin may be included in this process.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SAMPLE USA CUSTOMER LETTER - FOR INFORMATION ONLY**An important message for owners of Range Rover Sport SVR Vehicles.****Limited Extended Warranty Program N971 – Catalytic Converter****Vehicles Affected: Range Rover Sport SVR – 2018 model year through 2022 model years****Dear Current or Former Range Rover Sport SV Owner or Lessee:**

Land Rover is providing a no-charge limited extended warranty program (code N971) to current and former owners of 2018 model year through 2022 model year Range Rover Sport SVR vehicles. Our records indicate that you are or have been the owner or lessee of an affected vehicle.

In line with our commitment to customer satisfaction, we are offering these benefits in response to reports of service life issues with exhaust catalytic converters.

What is the issue?

During ongoing quality assessments, a potential issue was identified with the service life of the exhaust catalytic converters of affected vehicles. Certain driving conditions may cause premature deterioration of the catalytic converters, which will likely reduce their service life. As a result, the catalytic converters will operate at reduced efficiency and the 'Check Engine' lamp will illuminate. This condition may also cause a decrease in vehicle performance.

How long is the extended Warranty?

Land Rover is providing extended warranty coverage on the catalytic converters of your vehicle, for the condition described above, for a period of fifteen (15) years from the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first. There will be no charge for repairs under this extended warranty program.

What we are asking you to do:

Repairs under this extended warranty program must be performed by an authorized Land Rover retailer. It is not necessary to take your vehicle to your Land Rover retailer upon receiving this letter unless you believe that your vehicle has the condition described above. If your vehicle require service under this extended warranty program, the required service will be performed as quickly and efficiently as possible in order to minimize inconvenience to customers. Your Land Rover retailer can provide you with an estimate of the overall time required for the service visit.

Land Rover recommends you keep a copy of this letter in your glovebox with your vehicle literature pack and it be provided to the new owner of your vehicle if it is sold.

What if I have previously paid for this repair?

You are entitled to be reimbursed if, prior to the date of this letter, a former or current owner has paid for catalytic converter repairs due to the condition described above and your vehicle's mileage did not exceed 150,000 miles at the time of the repair. In order to qualify for a refund, you must provide your authorized retailer with the original paid invoice receipt.

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

Attention Leasing Agencies: This notice must be forwarded to your 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 (if known); fill out and return the enclosed return postage-paid card.

What to do if you have questions:

If you have any questions or concerns regarding this limited extended warranty program, contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any questions or concerns that your Land Rover retailer cannot address, contact the Land Rover Customer Relationship Center at **1-800-637-6837, option 9**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: lrweb2@jaguarlandrover.com. include your full name, address, and [Vehicle Identification Number \(VIN\)](#) of your vehicle in your email.

If you prefer to contact Land Rover by mail, you can use the following address:

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

Land Rover appreciates your confidence in our product and wishes to do everything we can to retain that confidence. If you request a retailer service visit, Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,

Wayne Clarke

Director, Technical Services

Jaguar Land Rover North America, LLC

SAMPLE CANADIAN CUSTOMER LETTER - FOR INFORMATION ONLY**An important message for owners of Range Rover Sport SVR Vehicles.****Limited Extended Warranty Program N971 – Catalytic Converter****Vehicles Affected: Range Rover Sport SVR – 2018 through 2022 model years****Dear Current or Former Range Rover Sport SV Owner or Lessee:**

Land Rover is providing a no-charge limited extended warranty program code (code N971) to current and former owners of 2018-2022 model year Range Rover Sport SVR vehicles. Our records indicate that you are or have been the owner or lessee of an affected vehicle.

In line with our commitment to customer satisfaction, we are offering these benefits in response to reports of service life issues with exhaust catalytic converters.

What is the issue?

During ongoing quality assessments, a potential issue was identified with the service life of the exhaust catalytic converters of affected vehicles. Certain driving conditions may cause premature deterioration of the catalytic converters, which will likely reduce their service life. As a result, the catalytic converters will operate at reduced efficiency, and the 'Check Engine' lamp will illuminate. This condition may also cause a decrease in vehicle performance.

How long is the extended Warranty?

Land Rover is providing an extended warranty coverage on the catalytic converters of your vehicle, for the condition described above, for a period of fifteen (15) years from the date your vehicle was originally placed in service or 242,000 km, whichever occurs first. There will be no charge for repairs under this extended warranty program.

What we are asking you to do:

Repairs under this extended warranty program must be performed by an authorized Land Rover retailer. It is not necessary to take your vehicle to your Land Rover retailer upon receiving this letter unless you believe that your vehicle has the condition described above. If your vehicle requires service under this extended warranty program, the required service will be performed as quickly and efficiently as possible in order to minimize inconvenience to customers. Your retailer can provide you with an estimate of the overall time required for the service visit.

Land Rover recommends you keep a copy of this letter in your glovebox with your vehicle literature pack and it be provided to the new owner of your vehicle if it is sold.

What if I have previously paid for this repair?

You are entitled to be reimbursed if, prior to the date of this letter, a former or current owner has paid for catalytic converter repairs due to the condition described above and your vehicle's mileage did not exceed 242,000 km at the time of the repair. In order to qualify for a refund, you must provide your authorized retailer with the original paid invoice receipt.

To avoid delays, do not send the receipt to Jaguar Land Rover Canada ULC.

Attention Leasing Agencies: This notice must be forwarded to your 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 (if known); fill out

and return the enclosed return postage-paid card.

What to do if you have questions:

If you have any questions or concerns regarding this limited extended warranty program, contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any questions or concerns that your Land Rover retailer cannot address, contact the Land Rover Customer Relationship Center at **1-800-346-3493**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: Ircweb2@jaguarlandrover.com. include your full name, address, and [Vehicle Identification Number \(VIN\)](#) of your vehicle in your email.

If you prefer to contact Land Rover by mail, you can use the following address:

- Jaguar Land Rover Canada ULC
- ATTN: Customer Relationship Center
- 75 Courtneypark Drive West, Unit 3
- Mississauga, ON L5W 0E3

Land Rover appreciates your confidence in our product and wishes to do everything we can to retain that confidence. If you request a retailer service visit, Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,

SANTINO PIRILLO

Director, Customer Service

Jaguar Land Rover Canada ULC