

Update Prior to Sale Notice



Changes are highlighted in blue

Issue Date: 13/02/2020

Expiry Date: 13/02/2021

Action No.: N438 UPS0720-3B

To: **Jaguar Land Rover North America, LCC**

Attention: Managing Director, Sales Director and Customer Service Director

Model/Variant	Model Year(s):		VIN Range:	
	from	to	from	to
Range Rover (LG)	2020	2020	400085	401233
Range Rover Sport (LW)	2020	2020	724542	725492

Subject: **Tire Information Label - Poor Quality Print**

Information: **HOLD at Port of Entry Facility only.**

This bulletin has been issued to provide the relevant repair instructions, parts and warranty information. The bulletin is valid for one year only. Repairs must be completed prior to the expiry date at the top of this bulletin

This bulletin does not apply to any vehicles already registered and in use, either with the retailer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate bulletin

Dear Colleagues

Issue

A potential concern has been identified on specific vehicles within the above Vehicle Identification Number (VIN) range.

It has been identified that certain tire information labels, installed to the left lower B-pillar, have been manufactured away from the required specification, therefore not meeting the regulated requirements for Canada and USA. Vehicles must be reworked ahead of entering into commerce in the affected markets.

Tire information labels to be provided to ports free of charge.

Action to be taken

This bulletin directs affected markets retailers and authorized repairers to hold any unsold vehicles in the affected VIN range.

Retailer/authorized repairers are reminded that they must not sell vehicles identified as affected by this bulletin until such time as the repair has been successfully completed.

Check the Jaguar Land Rover (JLR) claims submission system to make sure that the vehicle is affected by this bulletin prior to starting this service instruction. The claims submission system will be updated to reflect only those vehicles affected. Should you require a list of the affected vehicles, please contact the JLR Field Actions team by email at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the NSC / Regional Office only.

Customer Communication

Should this bulletin mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

"Jaguar Land Rover 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.

Jaguar Land Rover 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. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure that 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 Update Prior to Sale (UPS) 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 UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

Yours faithfully

Stephen Oldham

Customer Service Quality - Senior Manager