CUSTOMER SERVICE JAGUAR LAND ROVER

RECENTLY ANNOUNCED CAMPAIGNS N763 H426 P6 ENGINE CAMSHAFT CARRIER

UPDATE PRIOR TO SALE N763 H426 – P6 CAM CARRIER HOLE	
AFFECTED MODELS	23MY Range Rover, RR Sport, Discovery, RR Velar and Defender 23MY F-PACE
VOLUME AFFECTED	Jaguar USA 215 CAN 1 LR USA 6312 CAN 367
REPAIR	On certain 23MY vehicles, a concern has been identified where an engine Camshaft Carrier hole has not been fully drilled. Affected vehicles will require an inspection to confirm which engines will need a repair. Vehicles that pass inspection may proceed through to sale.
REPAIR TIME	Inspection, 0.1hrs + DIDO Engine Repair is TBA
CAMPAIGN LAUNCH	Inspection procedures launched on Dec 6 th (LR) and Dec 9 th (Jaguar) LR 78% complete Jag 93% complete Repair procedures and Bulletin being prepared. Initial 50 sets of parts are in transit to market. Estimated launch is late January.
Notes	Retailers are to follow the engine inspection process detailed in the bulletins. Vehicles that pass may proceed through to sale. Failures must continue to be held with the campaign remaining open. An estimated 180 vehicles in retailer inventory have not yet been inspected. Retailers who identify any defective engines are requested to send an email to jlrcamp@jaguarlandrover.com confirming the report each failed VIN.