



OPERATIONS BULLETIN

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OA16GI-62

SECTION: GENERAL
INFORMATION

MARKET: USA

Q&A Recap from Takata Recall Update

August 2, 2016

Question	JLRNA Feedback
Like for Like Replacement – request disclaimer for Customer to sign to acknowledge that they will still need to come back for the recall replacement in the future	There is no NHTSA requirement for disclosures to be signed. We are investigating the use of a 1 pager that the Retailers can provide to the Customers which explains what a 'like for like' replacement means and that they will also receive a Recall notice when remedy parts are available.
In Stock Inventory – how does a Retailer know if a vehicle is subject to the recall?	Retailers can look up the VIN in DDW to determine if a vehicle is subject to the recall.
Surveys – will these customers get a CSI survey?	Yes - JLR practice is to survey all customers.
Hazmat Handling – can any Retailer handle these parts?	Yes - The new replacement like for like part package can and should be used to return the old part back. Return instructions for Retailers to return used air bags will be issued in a bulletin shortly.
Surprise & Delight – will there be any gifts for the customers affected?	There is nothing planned on that front. However, JLR has been able to secure all replacement parts needed in effectively one production batch. Based on current data we believe the speed in which we resolve this recall should be significantly faster than the competition.
How many mailings go out to each zone in Phase I?	For Phase I of the recall: Zone A - Jaguar-19,927 Land Rover 18,970 Zone B & C - Land Rover 14,103
Who covers the loaner car cost for customers waiting on parts?	These vehicles are safe to drive so there shouldn't be a need to put a customer into a loaner vehicle before the parts are available.

REMINDER

FOR ANY RECALL RELATED QUESTIONS PLEASE EMAIL

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