



JAGUAR J069 | LAND ROVER P081 PASSENGER FRONTAL AIR BAG RECALL - REMEDY LAUNCH UPDATE

RETAILER WEBINAR

March 10, 2017

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Jaguar J069 | Land Rover P081 Passenger Frontal Air Bag Recall

Retailer Webinar- Agenda



- Recall description and facts
- Affected Zones and model years
- JLR Models and Model Years affected
- Customer Notifications
- Repair Process
- Parts Supply and Returns
- Customer First Actions
- Consumer Outreach Programs
- Like for Like and Field Study program
- Pre-Owned Programs
- Q&A focus
- Phase II
- Questions



There have been no reports of injuries or ruptured passenger frontal air bags on Jaguar Land Rover Models

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Recall Description and Facts



- NHTSA has conducted three independent investigations into Takata airbag ruptures and has taken a position that the root cause is that the chemical compound (ammonium nitrate) in some Takata frontal airbags without a chemical drying agent (aka non-desiccated) will degrade over a period of years.
- The exposure time and rate at which the propellant degrades is accelerated in hot climates combined with high absolute humidity
- When the propellant degrades substantially the inflators can become over-pressurized and rupture during air bag deployment. Such ruptures can send metal fragments into the passenger compartment and have resulted in 11 deaths in the U.S. and more than 100 serious injuries to vehicle occupants
- With the exception of certain inflators built with manufacturing defects, NHTSA has concluded that the non-desiccated frontal Takata air bag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation.

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How the industry recalls will be conducted....



NHTSA Fact Sheet: May 2016 Takata Recall Expansion- DEFECT INFORMATION REPORT SCHEDULE

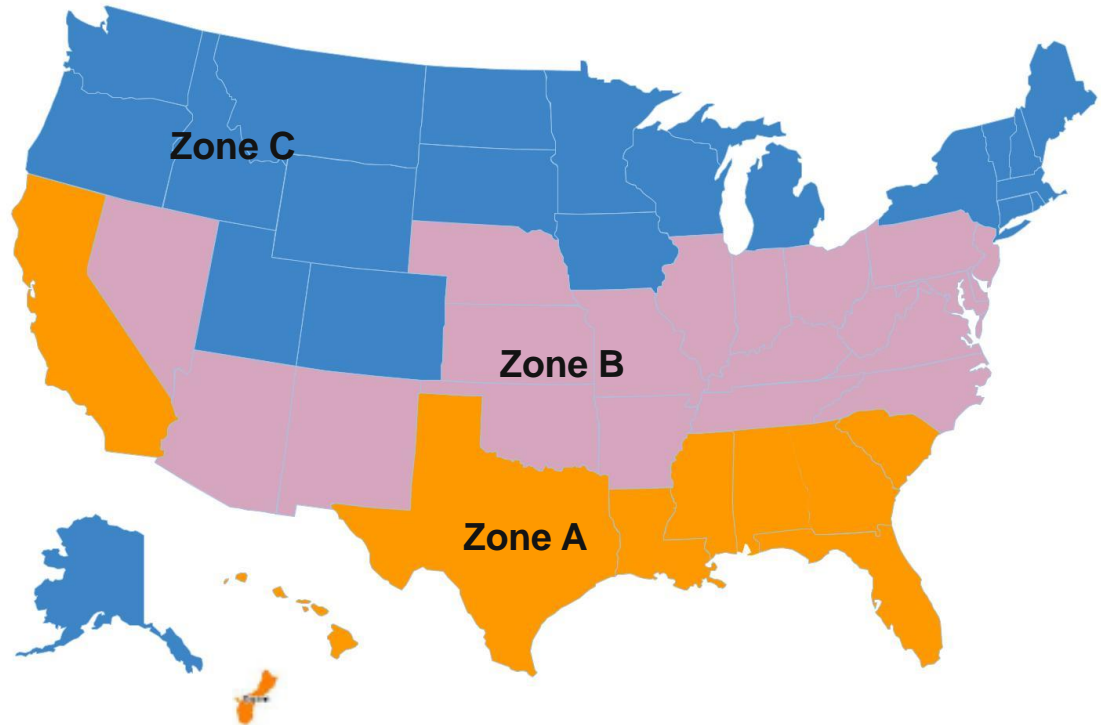
- The Recall schedule addresses the most at risk vehicles first and is divided into three geographic zones based on temperature fluctuations and humidity.
 - Zone A covers states with high temperature cycling and humidity. Time until unsafe propellant degradation may occur is projected at between 6 and 9 years.
 - Zone B includes states that have moderate temperature cycling and humidity. Time until unsafe propellant degradation may occur is projected at between 10 and 15 years.
 - Zone C is includes states with lower temperature cycling and humidity. Time until unsafe propellant degradation may occur is projected at between 15 and 20 years.
- The Takata Remedy program is also split into phases launched annually through December 2018
- J069 | P081 are within phase I of the remedy program
- NHTSA may alter the schedule at any time to protect the public from an unreasonable risk to safety

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Retailer Webinar- Designated Zone Map



- NHTSA has divided the country into 3 specific zones based on temperature and absolute humidity
- Zone A- greatest temperature cycling and absolute humidity
- Zone B- moderate temperature cycling and absolute humidity
- Zone C- lower temperature cycling and absolute humidity



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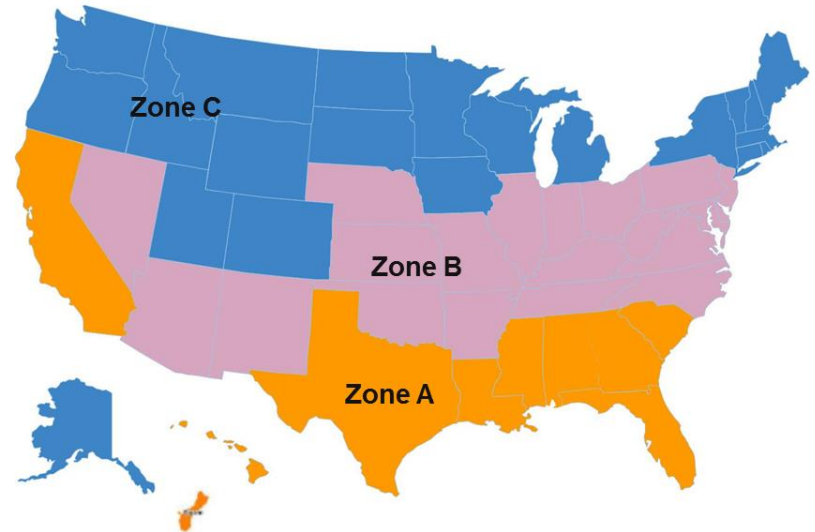
Retailer Webinar- Zones and Model Years



- Vehicles affected are based on age and where registered previously or currently.

Zone A	2011MY and Older	
Zone B	2008MY and Older	
Zone C	2004MY and Older	

- Units in any state may be affected dependent on original state of registration
- DDW is the preferred source for Retailers to ID vehicles that are affected via Vehicle Inquiry



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Retailer Webinar- Affected Vehicles -



Jaguar XF 2009MY-2011MY

Vin Range- SAJWA05BX9HR0002-
SAJWA0FB8BLS20750

Total units- 20,121

Range Rover 2007MY-2011MY

Vin Range-SALMF15457A233807-
SALMP1E44BA360036

Total Units- 34,733



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Retailer Webinar- Customer Notification



- Customer notifications on affected vehicles will commence March 17, 2017.
- Mailing will occur over 3 separate groups
- 1st group to 2007-2009 Range Rover and 2009 Jaguar- Zone A (26,423) before 3/31/2017
- 2nd group to 2007-2010 Range Rover and 2009-2010 Jaguar- Zone A & B (16,262) before 6/30/2017
- 3rd group to 2011 Range Rover and 2011 Jaguar- Zone A (12,160) before 9/30/2017
- The notification informs customers that the vehicle is subject to J069 or P081 Recall and parts are now available.
- Customers will be instructed to contact their local Jaguar Land Rover Retailer to schedule an appointment for replacement part to be installed
- Customers without a letter are also eligible if Recall is open on that vin
- Retailers should make these repairs a Priority case due to the nature of the Recall and complete within a reasonable amount of time
- Providing alternative transportation as required

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Retailer Webinar- Repair Process



- The Airbag replacement Repair Procedures have been reviewed and updated on TOPIx.
- XF instructions includes 2 videos for removal and installation
- All Technicians that will be performing these Campaigns must review R&R prior to carrying out repairs
- Repair includes replacement of some hardware, tightened to the correct torque specification
 - Jaguar- 8 nuts
 - Land Rover- 8 nuts and 2 bolts
- Ensure high levels of Quality during replacement of Safety System components
- Always ensure technician's safety by following published procedures

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Retailer Webinar- Repair Process- Video



- TOPIx procedures have descriptive removal and installation procedures
- XF has additional videos within procedure to illustrate removal and installation
- Range Rover procedure is more straightforward for removal and installation

The screenshot displays a web browser window with the URL <https://www.jaguar-landrover.com/technicalmanual/2010/13186/13186.html>. The page title is "WSM-13186 - Workshop Manual - XF (X250) - 2010MY". The main content area is titled "PASSENGER AIR BAG MODULE" and is divided into sections for "REMOVAL AND INSTALLATION" and "REMOVAL".

REMOVAL AND INSTALLATION

REMOVAL

- CAUTION:**
Do not manually open the registers. Failure to follow this instruction may result in damage to the internal components.
- NOTE:**
If the registers are set to 'Automatic' mode and one or more are disconnected during an ignition cycle, a vehicle battery reset may be required to reconnect the affected registers to the LIN BUS.
Using the vehicle navigation screen, position the registers to open.
- Disconnect the battery ground cable.
Refer to: [Battery Disconnect and Connect \(414-01 Battery, Mounting and Cables, General Procedures\)](#).

The left sidebar contains a navigation menu with the following items:

- Entry Systems
 - 501-16: Wipers and Washers
 - 501-17: Hood Opening Panel
 - 501-19: Bumpers
 - 501-20A: Safety Seat System
 - 501-20B: Supplemental Restraint System
- Specification
- Description and Operation
 - Component Location
 - Overview
 - System Operation and Component Description
- Diagnosis and Testing
 - Air Bag and Safety Belt Pretensioner Supplemental Restraint System (SRS)
- General Procedures
 - Air Bag Disposal
- Removal and Installation
 - B-Pillar Side Impact Sensor
 - Clockspring (96.65.92)
 - C-Pillar Side Impact Sensor
 - Crash Sensor
 - Driver Air Bag Module (76.73.39)
 - Occupant Classification Sensor (76.73.40) (76.73.40.02)
 - Passenger Air Bag Module (76.73.38)**
 - Restraints Control Module (RCM) (76.73.41) (76.73.40)
- 501-20C: Pedestrian Protection System
- 501-25A: Body Repairs - General Information
- 501-25B: Body Repairs - Corrosion Protection
- 501-25C: Body Repairs - Water Leaks
- 501-26: Body Repairs - Vehicle Specific Information and Tolerance Checks
- 501-27: Front End Sheet Metal Repairs

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Parts Supply & Returns of Used Parts to Takata



PARTS SUPPLY:

- Repair part numbers are established for each brand.
- On March 13 & 14 JLR will make initial deployments of kits of airbags, nuts and bolts to all retailers to have parts on hand at Recall launch.
- Parts will be eligible to order at Recall launch.
- Future retailer parts orders for these parts should only be placed to address J069 & P081 vehicles.
- Campaign parts will not be eligible for JLR parts returns or Buybacks to deter hoarding.

Description	Part #	Units per Vehicle
Jag Airbag	C2Z32119	1
Jag Nut	C2P2765	8
LR Airbag	LR095854	1
LR Nut	YYH500020	8
LR Bolt *	RYG500230 *	2 *

* LR Bolts are packaged in quantities of 25 pieces. Parts orders should be placed in increments of 25, ex. Order 25 to get one bag of 25 pieces.

USED PARTS RETURNS TO TAKATA:

- Used / replaced airbags must be shipped to Takata thru XPO Logistics who are coordinating these returns.
- New / replacement parts packages should be reused to make replaced parts returns. New parts will contain parts return labels for return parts. Full return instructions to be provided in Campaign materials.
- Retailers will need to build used parts pallets and contact XPO logistics for used part pick-ups.
- Retailers must be Hazmat certified to make these returns – reference Parts Alerts JA16PA-12 (Jaguar) and PA16GI-14 (Land Rover) for information on how to become Hazmat trained and compliant if needed.

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Retailer Webinar- Customer Support



- Customers concerned over driving affected vehicles can contact JLR Customer Relationship Center for assistance
- Retailers that experience a customer who refuses to drive their vehicle can proactively contact the JLR Customer Relationship Center for assistance
- CRC representatives have been trained and will assist Customers with questions
- Jaguar USA, Land Rover USA and NHTSA sites can also be used to determine if a vehicle has an open Recall and available for Customer use.

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Retailer Webinar- Consumer Outreach Programs



- NHTSA and the Takata Monitor have set requirements for additional follow-up after contacting customers with a recall letter. These contact methods include:
 - Postcards
 - Email
 - Telephone calls
 - Text messaging
 - Social media (i.e., Facebook, Twitter, etc.)
- NHTSA has mandated that customers with an open Takata recall be contacted, at minimum, monthly until the recall is complete.
- Manufacturers are also being instructed to use language in communications that emphasizes the risk of injury or death in the event of an airbag rupture.

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Retailer Webinar- Pro-Active Field Study Program



- Service Actions J074 and P087 Takata Air Bag, Like for Like replacement programs will be discontinued upon the launch of this remedy program
- Pro-Active Field Study Program conducted with a number of Retailers within Zone A is also now completed and will be discontinued

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Retailer Webinar- Pre-Owned



Pre-Owned and ACPO



Pre-Owned and Approved Certified Pre-Owned Policy Items

- Vehicles within the Takata Airbag recall are not eligible for the Approved Certified Pre-Owned program, until recall is satisfied.
 - See Item #8 of the Jaguar or Land Rover 165 pt CPO Checklist
 - Repaired vehicles will also be eligible for ACPO rates/incentive programs, as qualified
- Affected vehicles acquired by retailer with existing ACPO warranty coverage cannot be retailed to end-consumer until recall is satisfied.
- Upon completion of the safety recall, qualifying vehicles will be eligible for certification. Verify recall status in DDW prior to marketing vehicle as ACPO.

APPROVED
CERTIFIED PRE-OWNED

APPROVED
CERTIFIED PRE-OWNED

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Retailer Webinar- Q&A Documents



- Q&A documents are now published and available on InfoTrail and JBN in Service Bulletins
- Provides relevant answers to majority of questions that Customers may raise in regards to Recall

Examples:

Q	Why is the driver-side front air bag not affected?
A	The driver-side front air bag does not contain a Takata inflator so it is not affected by this recall.
Q	What has Jaguar Land Rover done in production?
A	The vehicles affected by this issue are no longer in production. Parts for the recall remedy will contain a different type of inflator propellant.
Q	Has Jaguar Land Rover Limited received many complaints?
A	To date, we are not aware of any instances of ruptured inflators in Jaguar Land Rover vehicles.


ABOVE & BEYOND
SERVICE BULLETIN

**NOTIFICATION OF SAFETY RECALL P081
(NHTSA # 16V-374): PASSENGER AIRBAG**

02-JUN-16 | NO.: SRE16-03 (Issue 2) | SEC.: RECALL | MKT.: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving 2007-2011 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

DESCRIPTION

An issue has been identified on a limited number of vehicles listed in the Affected Vehicle Range with a potential defect in front passenger airbag inflators where Ammonium Nitrate without desiccant propellant is utilized in frontal airbags.

AFFECTED VEHICLE RANGE

A total of 35,334 vehicles are potentially involved in the USA and Territories as listed in the Appendix.

Range Rover (L322)
Model Year 2007-2011
VIN: SALMF15457A233807-SALMP1E44BA360036

EFFECT ON VEHICLE OPERATION

Activation of a non-desiccated ammonium nitrate inflator with degraded propellant may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

SERVICE PROGRAM / REWORK ACTION

Jaguar Land Rover is currently sourcing replacement parts for this Recall. Parts are therefore not available. Retailers will receive updates on parts availability as soon as information becomes available. A Technical Bulletin will be published to TDPix once a service repair is available. At that time, owners will be notified by mail to take their vehicle to a Land Rover retailer who will replace the front passenger airbag.

There will be no charge to owners for this action.

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Retailer Webinar- Q&A Focus



- Jaguar Land Rover has developed an email inquiry site for Retailer use.
- recallq@jaguarlandrover.com
- This address is being used to capture inquiries from Retailers to help formulate a more comprehensive document for Retailer to have to assist in answering Customer inquiries. To date we have received **14** questions submitted and responded to
- We will continue to monitor address for inquiries and populate Q&A documents

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Retailer Webinar- Retailer Actions



- Nominate a few individuals within your store to become a J069 | P081 Recall information experts
 - Visit NHTSA.gov and safecar.gov sites
 - Utilize all information produced by JLR
 - Utilize DDW as source for affected vehicles
 - Ensure Service Advisors have all materials and fully understand Takata frontal air bag recalls
- Pro-actively reach out to owners within your DMS system with open recall
- Consult with local counsel for advice on selling used vehicles with open Recalls
- Pro-actively contact CRC for Customers as required
- Visit JBN or InfoTrail for latest Q&A documents

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Retailer Webinar- Recap



- Recall will commence on J069 | P081 Vehicles
 - Staggered mailing to owners
 - Initials parts supplied to Retailers
 - Follow published procedures
 - Be pro-active to bringing Customers in
- CRC is there to support any Customer concerns
- Monthly outreach program to consumers to remind of open recall
- ACPO eligibility for qualified vehicles once recall is satisfied
- Utilize recallq@jaguarlandrover.com address for any Retailer inquiries
- Nominate J069 | P081 Recall information experts within your stores



PHASE II

J070- Jaguar }
P082- Land Rover } **Takata Passenger Frontal Air Bag Recall**

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Retailer Webinar- Affected Vehicles - Phase II



Jaguar XF 2009MY-2012MY

Vin Range- SAJWA05BX9HR0169-
SAJWA0HB6CLS61361

Total units- 8,114

Range Rover 2007MY-2012MY

Vin Range-SALMF15457A239092-
SALMF1E45CA393633

Total Units- 8,711



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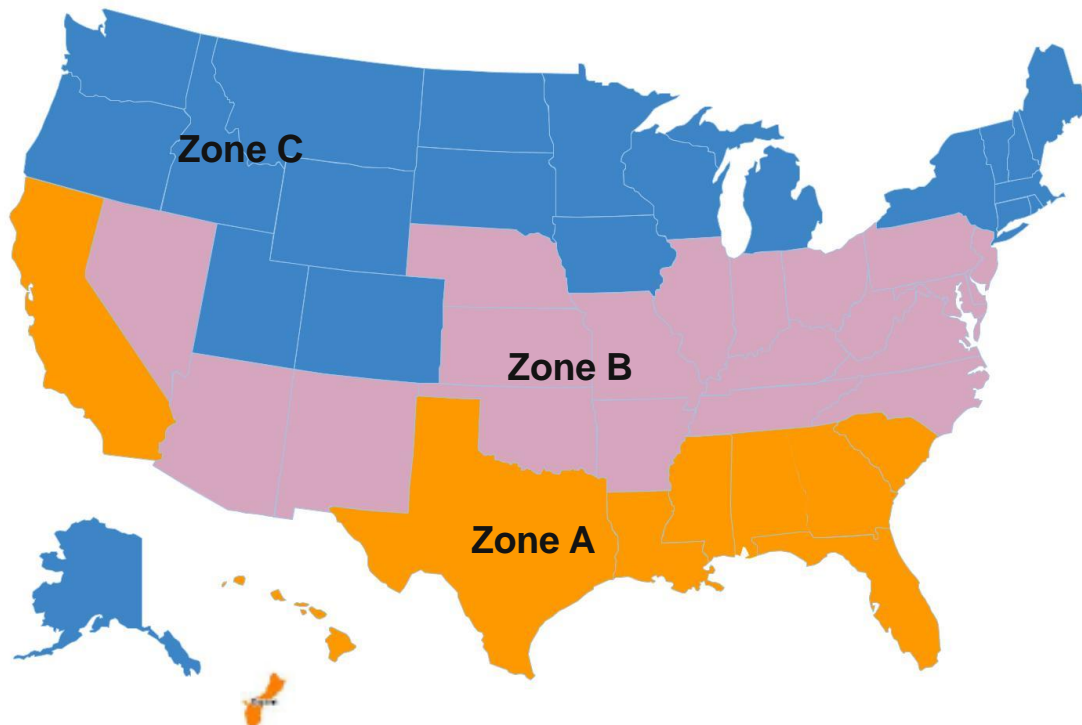
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Retailer Webinar- Phase II Recalls-



Phase II		
Zone A	2012MY	And Older
Zone B	2009MY	
Zone C	2008MY	

- Phase II in effect as of 12/31/16
- Initial Owner mailing 3/2/2017
- Recall timing for replacement parts targeted for Q3 2017
- 2nd Owner mailing to coincide with part availability





Questions?