



RECALL EMAIL ADDRESS

OPERATIONS BULLETIN

15-JUN-16

No.: JOGI16-042
OGI16-037

SEC.: GENERAL INFORMATION

MKT.: USA

Jaguar Land Rover North America is pleased to announce the creation of a special email address for retailer feedback during the Takata Passenger Airbag recall.

The email address, recallq@jaguarlandrover.com, has been activated today for retailer use.

Submissions will be used to speed identification of issues, concerns, and insights from retailers, so we can work as one Jaguar Land Rover team to address customer concerns. The information will help us quickly communicate FAQs on emerging issues, adjust policies, and strengthen “regular” retailer communication regarding the Safety Recalls (J069 and P081) for vehicles fitted with Takata passenger airbags.

When using the email address, please be sure to include your name, contact information, and Retailer name and code in the event we need to clarify your question.

Our intent is to use your feedback for system-wide improvement. Individual emails will receive an automatic response.

Jaguar Land Rover strongly encourages retailers to use this email so that we can better serve your success with customers during the recall.