

SERVICE ACTION W007 / W008 - TAKATA AIRBAG RECALL INCENTIVE PROGRAM - Q3 2020 UPDATE



NAS20.06.018

WORKSHOP

USA

ISSUE 2

AFTERSALES BULLETIN

SEPTEMBER 30, 2020

NOTE: this bulletin updates/supersedes the previous version(s). Changes are highlighted in blue.

DESCRIPTION OF PROGRAM

As part of Jaguar Land Rover North America's ongoing commitment in repairing all vehicles affected by Safety Recalls J069, J070, J071, and J072 (Jaguar XF) and P081, P082, P083, and P084 (Land Rover Range Rover), *Takata Passenger Airbag*, a customer incentive program has been implemented. Owners of certain affected vehicles in these recalls who have not yet had their vehicle's passenger airbag module replaced may be eligible for a service voucher up to the value of \$500.00 to spend at the retailer.

This action will enhance recall completion. Please ensure your Service department has a plan in place to capitalize on this program.

Owners of vehicles not yet repaired in the Takata Recall may also be eligible for loaner car incentives under programs T003 (Jaguar) and T004 (Land Rover).

AFFECTED VEHICLE RANGE

Jaguar XF (X250) eligible for Safety Recall J069, J070, J071, and J072

Model Year: 2009-2015

VIN: SAJWA07C891R00029-SAJWA0FS9FPU88768

Land Rover Range Rover (LM) eligible for Safety Recall P081, P082, P083, and P084

Model Year: 2007-2012

VIN: SALMF13487A233805-SALME1D41CA393567

NOTE: not all vehicles affected by these Takata Recalls are included in this program

ACTION TO BE TAKEN

NOTE: use the Jaguar Land Rover claims submission system/DDW to make sure that the vehicle is eligible for W007 or W008, one of the Safety Recalls noted above, and (if applicable) any other Recall or incentive.

CUSTOMER INCENTIVE INFORMATION

- The service voucher supplied to the customer has a value of up to \$500.00 which may be applied towards the purchase of a combination of service labor, maintenance, approved Jaguar Land Rover repair parts, accessories, and merchandise.
- Only one claim may be made per VIN and it may not be combined with any other monetary voucher program. Any remaining value after the first claim shall be null and void.
- Owners of vehicles not yet repaired in the Takata recall may also be eligible for other incentives (loaner vehicle) or additional recalls. Please check the Jaguar Land Rover claims submission system to make sure that the vehicle is eligible for any additional incentive program.
- The open Takata Recall *must* be performed *before* a service voucher can be used. We encourage retailers to conduct a Multi-Point Inspection (MPI) during the Recall visit, present any required maintenance or repair work to the customer, and remind them these funds are available. Service vouchers should ideally be used during the same visit as the Recall to maximize customer convenience.
- The owner notification letter, which will be sent on behalf of their local retailer, advises that customers may use the service voucher in conjunction with Takata recall repairs performed on or before **October 31, 2020**.

- Customers may redeem the service voucher up to 21 days from the date their vehicle's passenger airbag module is replaced.
- Service vouchers can only be redeemed by the owner of an eligible vehicle subject to the Takata Recall.
- Retailer-owned vehicles eligible for the Recall are *not eligible* for the incentive vouchers.
- Service vouchers must be used on one repair order and/or parts counter ticket. The owner **cannot** be paid cash in exchange and there is no cash-value return if the total cost of purchase is less than \$500.00.

BOSCH REMOTE REPAIRS

Jaguar Land Rover North America has partnered with Bosch Automotive Service Solutions Inc. to provide customers with an option to have their Takata recall repair completed at additional locations within California. This may include repairs at a customer's place of residence or at a Bosch Service Center. The program launched in July; the Bosch team will contact customers to offer this alternate repair solution.

TAKATA AIRBAG RECALL TRUCK-IN SERVICE

Refer to Retailer Bulletin 202105.016, *Jaguar Land Rover Roadside Assistance Program - Takata Airbag Recall Truck-in Service*, for complete details of this enhanced service.

WARRANTY INFORMATION

Retailers may claim reimbursement for the voucher value redeemed by the customer up to the maximum \$500.00 as defined above.

Claims must be submitted quoting the relevant Program Code and Option Code 'X'. The service voucher is valid for 21 days from the date the passenger airbag module is replaced.

All repair orders and parts counter tickets must be dated no later than 21 days after the date of the recall repair or November 21, 2020, whichever occurs first. Retailers must make copies of all Customer signed repair orders, parts, and accessory counter tickets identifying all purchased items with proof of payment by the customer. Please retain these copies in the vehicle file for audit purposes.

JAGUAR XF

PROGRAM CODE	OPTION CODE	DESCRIPTION	SUNDRY CODE	VALUE
W007	X	Voucher Reimbursement	ZZZ999	\$500.00 (maximum)

LAND ROVER RANGE ROVER

PROGRAM CODE	OPTION CODE	DESCRIPTION	SUNDRY CODE	VALUE
W008	X	Voucher Reimbursement	ZZZ999	\$500.00 (maximum)

Normal Warranty policies and procedures apply.