



## RETAILER BULLETIN

<b>7 - MAY – 2020</b>			<b>BULLETIN NO: 202105.016</b>				<b>DEPT: Customer Experience &amp; Commercial Revenue</b>					
<b>AUDIENCE:</b>	DEALER PRINCIPAL	X	SALES MGR	X	SALES GUIDES		SERVICE MGR	X	TECHS		PARTS STAFF	
	GENERAL MANAGER	X	BUSINESS MGR	X	OFFICE MGR	X	SERVICE ADVISORS	X	PARTS MGR	X	WARRANTY	X
<b>SUBJECT: Jaguar Land Rover Roadside Assistance Program - Takata Airbag Recall Truck-in Service</b>												

Jaguar Land Rover Roadside Assistance Towing Services will assist the Truck-In Service initiative to support Takata Airbag Recalls by transporting an affected customer vehicle to and from their local Jaguar or Land Rover retailer for Takata passenger airbag module replacement.

### How to request a tow:

- Retailer requests service directly from the JLR Roadside Assistance Supplier by filling out and submitting the attached *Takata Airbag Pick-up and Delivery Request Form*.
  - o Retailer must provide pertinent details regarding the tow: VIN, year, make, model, color, odometer reading, reason for tow, pick-up address, customer contact info, drop-off address.
- Email completed form to [JLRCustomerService@xperigo.com](mailto:JLRCustomerService@xperigo.com) and copy the JLR RSA Program Manager ([scoxley2@jaguarlandrover.com](mailto:scoxley2@jaguarlandrover.com)).
- Reunite tows for the customer vehicle can also be scheduled through the same process.
  - o Email both [JLRCustomerService@xperigo.com](mailto:JLRCustomerService@xperigo.com) and [scoxley2@jaguarlandrover.com](mailto:scoxley2@jaguarlandrover.com).
- Due to the current COVID-19 restrictions, customers will not be permitted to ride with the tow vendor.
- Also due to COVID-19, if someone is experiencing flu or cold-like symptoms or has recently travelled internationally, service will not be dispatched.

### Questions

Contact your JLR CS Market Manager or Roadside Assistance Program Manager with any questions.

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QUESTIONS ABOUT THIS BULLETIN? PLEASE CONTACT:

Steve Coxley  
 Customer Programs Specialist, Roadside Assistance  
[scoxley2@jaguarlandrover.com](mailto:scoxley2@jaguarlandrover.com)

## **Takata Airbag Pick-up and Delivery Request Form**

This form is to assist with service volume needing tow into dealerships

<b>VIN</b>	
<b>Year / Make / Model</b>	
<b>Color</b>	
<b>ODO</b>	
<b>Is the vehicle running?</b>	
<b>Tow reason (Maintenance or Recall)</b>	
<b>Pick-Up Address</b>	
<b>Contact Name and Number</b>	
<b>Tow-to Address</b>	
<b>Contact Name and Number</b>	

### **IMPORTANT COVID-19 Health Safety Notice**

\*\*\* These questions MUST be answered by the customer \*\*\*

<b>Have you or anyone in your household, traveled internationally in the last 14 days?</b>	
<b>Are you or anyone in your household showing any symptoms of cold or flu?</b>	

Once completed, please send form to [jlrcustomerservice@xperigo.com](mailto:jlrcustomerservice@xperigo.com).

Once the service has been dispatched, you will receive confirmation email along with an ETA for pick up from Elizabeth (Beth) Benoit, Account Coordinator.