



RETAILER BULLETIN

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| 26-FEBRUARY-2018 | | | BULLETIN NO: 171802.054 | | | | DEPT: Customer Experience | | | | | |
| AUDIENCE: | 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 | | PARTS MGR | | WARRANTY | |
| SUBJECT: Service Loaner Vehicles Impacted by H081 and N138 | | | | | | | | | | | | |

On February 7, 2018, Jaguar Land Rover North America, LLC (“JLRNA”) announced a recall and stop-sale on certain 2018MY vehicles (please refer to Notification of Safety Recall bulletins 7-142USA and SRE18-03).

To assist retailers with the anticipated increase in customer service loaner demands as a result of the recall, JLRNA will be making adjustments to the existing Service Loaner Program to ensure that a sufficient volume of service loaner vehicles remain available for customers during this time.

Current Loaner Vehicles Subject to the Recall

- Continue to earn subsidy if enrolled under service loaner/loaner fleet in BBSS
- Can be out-cycled early (less than 90-days or 1,000 miles) with no penalty, for Retailers that choose to replace them with a vehicle not subject to the recall
- This adjustment is effective immediately and will remain in effect until April 30, 2018
- Service loaners that are out-cycled early will not be eligible for floor plan assistance (ref. bulletin 171802.033) as they are considered out-cycled loaners and not existing inventory

Recommended Fleet Size Adjustment

All retailers will be provided with an additional service loaner allocation. The total additional allocation equates to nearly 1,000 units which is approximately an 11.5% increase over every retailer’s current recommended service loaner fleet size.

- These units will be subsidized at the existing model subsidy rates
- These units will not impact existing minimum fleet requirements (70% threshold)
- Additional allocation will be eligible for payment starting March 1, 2018.

The Customer Experience Team will be reaching out to each Center Manager and their service loaner administrators with their new total eligible fleet size.

The recently agreed fleet size and subsidy change review will still take place with the Customer Service Committee and Retailer Cabinet in March, with implementation for April.

Summary

Each of the aforementioned adjustments to the Service Loaner Program have been implemented to provide flexibility and funding in order to continue meeting customer’s expectations when it comes to mobility and wait time. In addition, this structure should help minimize the impacts to each service loaner fleet, while also maintaining the flexibility to manage fleets as each Retailer sees fit.

For any questions regarding the Service Loaner Program, please contact Liz Willard.

QUESTIONS ABOUT THIS BULLETIN? PLEASE CONTACT:

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